arrive EDGELESS MEDIA

ViewPoint™ 2240

User Manual

AVP-2240-804-001

IMPORTANT SAFETY INSTRUCTIONS

CAUTION

RISK OF ELECTRIC SHOCK

DO NOT OPEN

CAUTION: TO REDUCE THE RISK OF ELECTRIC SHOCK, DO NOT REMOVE COVER (OR BACK). NO USER-SERVICEABLE PARTS INSIDE. REFER SERVICING TO QUALIFIED PERSONNEL

Explanation of Graphical Symbols

This graphic symbol is intended to alert you to the presence of uninsulated "dangerous voltage" within the product's enclosure that may be of sufficient magnitude to constitute a risk of electric shock to persons

This graphic symbol is intended to alert you the presence of important operating and maintenance accompanying the appliance.

1. Read Instructions- All the safety and operating instructions should be read before you operate the product.
2. Retain Instruction-The safety and operating instructions should retained for future reference.
3. Heed Warnings- All warnings on the product and in the operating instructions should be adhered to.
4. Follow Instructions- All operating and use instructions should be followed.
5. Cleaning- Unplug this product from the PC and/or power socket h before cleaning. Do not use liquid cleaners or aerosol cleaners.
6. Attachments- Do not use attachments not recommended by the product manufacturer as they can cause hazards.
7. Water and Moisture- Do not use this product near water- near a bath tub, wash bowl, kitchen sink, or laundry tub; in a wet basement; or near a swimming pool; and the like.
8. Accessories- Do not place this product on an unstable cart, stand, tripod, bracket or table. The product may fall, causing serious injury to a child or adult, and serious damage to the product. Use only with a cart, stand, tripod bracket, or table recommended by the manufacturer or sold with the product. Any mounting of the product should follow the manufacturer's instructions, and should use a mounting accessory recommended by manufacturer.
9. A product and cart combination should be moved with care. Quick stops, excessive force, and uneven surfaces may cause the product and cart combination to overturn.
10. Power Sources- This product should be operated only from the type of power source indicated on the mark.
11. Cable Protection- All connected cables should be routed so that they are not likely to be walked on or pinched by items placed upon or against them, paying particular attention to cords at plugs, convenience receptacles, and the point where they exit from the product.
12. Lightning- For added protection for this product during a lightning storm, or when it is left unattended and unused for long periods of time, unplug it from the PC and/or from the power socket. This will prevent damage to the product due to lightning.
13. Object and liquid entry- Never push objects of any kind into this product through openings as they may touch dangerous voltage points or short-out parts that could result in a fire or electric shock. Never spill liquid of any kind on the product.
14. Servicing- Do not attempt to service this product yourself as opening or removing covers may expose you to dangerous voltage or other hazards. Refer all servicing to qualified service personnel.
15. Damage Requiring Service- Unplug this product from the PC and/or power socket and refer servicing to qualified service personnel under the following conditions :
    a) When the connecting cable is damaged,
    b) If liquid has been spilled, or objects have fallen into the products,
    c) If the product has been exposed to the rain and water,
    d) If the product does not operate normally by following the operating instructions. Adjust only those controls that are covered by the operating instructions as an improper adjustment of the controls may result in damage and will often require extensive work by a qualified technician to restore the product to its normal operation,
    e) If the product has been dropped or damaged in any way, and
    f) When the product exhibits a distinct change in performances- this indicates a need of service.
16. Replacement Parts- When replacement parts are required, be sure the service technician has used replacement parts specified by the manufacturer or have the same characteristics as the original part. Unauthorized substitutions may result in fire, electric shock, or other hazards.
17. Safety Check- Upon completion of any service or repair to this product, ask the service technician to perform safety checks to determine that the product is in proper operating condition.
18. Heat- The product should be situated away from heat sources such radiators, heat registers, stoves, or other product (including amplifiers) that produce heat.

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COMPLIANCE INFORMATION
(DECLARATION OF CONFORMITY PROCEDURE)

Responsible Party: Arrive Systems, Inc.
Address: 6737 Katella Ave., Cypress CA 90630 USA
Telephone: +1-844-427-7483 (Toll Free)
Hour of operation: 9:00- 17:00
Type of Equipment: Arrive ViewPoint 2240
Model Name: AVP-2240- LCA

This unit complies with Part 15 of FCC Rules.
Operation is subject to the following conditions:

1) this unit may not cause harmful interference, and
2) this unit must accept any interference received the including the interference that may cause undesired operation.
See user manual instructions if interference to radio reception is suspected.

This Unit complies with the requirements listed in FCC regularizations, Part 15 for Class "A" Digital units. If you are using cardiac pacemaker, please note that this unit can radiate radio frequency energy in the area near the product

FCC INFORMATION (for US customers)

1. IMPORTANT NOTICE: DO NOT MODIFY THIS UNIT!
   This product, when installed as indicated in the instructions contained in the manual, meets FCC requirements. Modifications not expressly approved by ARRIVE may void your authority granted by FCC to use the product.
2. IMPORTANT: When connecting this product to accessories and/or another product, use only high quality shielded cables. Cable/s supplied with this product MUST be used. Follow all installation instructions. Failure to follow instructions could void your FCC authorizations to use this product in the USA.
3. NOTE: This has been tested and found to comply with the requirements listed in FCC regulations, Part 15 for Class "A" digital units. Compliance with these requirements provides a reasonable level assurance that your use of this product in a residential environment will not result in harmful interference with other electronic units. This equipment generates/uses radio frequencies and, if not installed and used according to the instructions found in the user manual, may cause interference harmful to the operation of other electronic units.

   Compliance with FCC regulations does not guarantee that the interference will not occur in all installations, If this product is found to be the source of interference ,which can be determined by turning the unit "OFF" and "ON", please try to eliminate the problem by using one of the following measures;

   Relocate either this product or the unit that is being affected by the interference.

   Utilize power outlets that are on different branch (circuit breaker of fuse) circuits or install AC line filter/s.

   In the case of radio or TV interference, relocate/ reorient the antenna. If the antenna lead-in is 300 ohm ribbon lead, change the lead-in to co-axial type cable.

   If these corrective measures do not produce satisfactory results, please contact the local retailer authorized to distribute this type of product. If you cannot locate the appropriate retailer, please contact Arrive Systems, Inc. Address: 6737 Katella Ave., Cypress CA 90630 USA

   The above statements apply ONLY to those products distributed by Arrive Systems, Inc.

FOR CANADIAN CUSTOMERS

This Class A digital apparatus complies with Canadian ICES-003.

CE Declaration of Conformity (For EU Customers)

We, Arrive Systems, Inc., declare under our sole responsibility that the Arrive component to which this declaration relates, is in conformity with General Emissions Standard EN50081-1 and with Generic Immunity Standard EN50082-1 1992.

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CAUTION: READ THIS BEFORE OPERATING YOUR UNIT

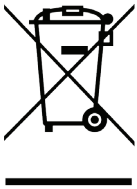
1. To assure the finest performance, please read this manual carefully. Keep it in a safe place for future reference.
2. Install this unit in a well-ventilated, cool, dry, clean place away from direct sunlight, heat sources, vibration, dust, moisture, and/or cold.
3. Locate this unit away from other electrical appliances, motors, or transformers to avoid humming sounds.
4. Do not expose this unit to sudden temperature changes from cold or hot, and do not locate this unit on an environment with high humidity (i.e. a room with a humidifier) to prevent condensation inside this unit, and/or personal injury.
5. Avoid installing this unit where foreign object may fall onto this unit and/or this unit may be exposed to liquid dripping or splashing. On the top of this unit, do not place;
   -Other components, as they may cause damage and/or discoloration on the surface of this unit.
   -Burning objects (i.e. candles), as they may fall and liquid may cause electrical shock to the user and/or damage to this unit.
   -Containers with liquid in them, as they may fall and liquid may cause electrical shock to the user and/or damage to this unit.
6. Do not cover this unit with a newspaper, tablecloth, curtain, etc. in order not to obstruct heat radiation. If the temperature inside this unit rises, it may cause fire, damage to this unit, and/or personal injury.
7. Do not install this unit near mobile phones and/or televisions sets to prevent operation failure caused by electromagnetic waves and/or magnetism.
8. Install this unit in a stable place horizontally to prevent a fall and damage to this unit.
9. Keep your hands dry when connecting or disconnecting the cable to prevent an electric shock.
10. Do not use force in the cable. Doing so may cause a fire, electrical shock, damage to this unit, short circuit and/or disconnecting.
11. When not planning to use this unit for long periods of time, disconnect the cables and/or power sockets to prevent fire.
12. When disconnecting any cable, grasp the plug- do not pull the cable.
13. Do not clean this unit with chemical solvents; this might damage the finish. Use a clean or dry cloth.
14. Do not attempt to modify or fix this unit. Contact qualified ARRIVE service personnel when any service is needed.
15. Condensation will form when any surrounding temperature changes suddenly. Disconnect the cables from the PC, then leave this unit alone.
16. When using this unit for a long time, this unit may become warm. Disconnect the cables, then leave this unit alone for cooling.
17. To prevent damage by lightning, keep the cables disconnected during a lightning storm.

WARNING
TO REDUCE THE RISK OF FIRE OR ELECTRIC SHOCK, DO NOT EXPOSE THIS UNIT TO RAIN OR MOISTURE.

WARNING
THIS IS A CLASS A PRODUCT. THIS PRODUCT MAY CAUSE RADIO INTERFERENCE ON WHICH CASE THE USER MAY BE REQUIRED TO TAKE ADEQUATE MEASURES.

WARNING
TO PREVENT ELECTRIC SHOCK, ENSURE THAT YOU ARE USING MATCHING POWER PLUGS TO THE POWER SOCKET AND FULLY INSERT.

Information for users on collection and disposal of old equipment



This symbol on the products, packaging, and/or accompanying documents means that used electrical and electronic products should not be mixed with general household waste.

For proper treatment, recovery and recycling of old products, please take them to applicable collection points, in accordance with your national legislation and Directives 2002/96/EC.

By disposing of these products correctly, you will help to save valuable resources and prevent any potential negative effects on human health and the environment which could otherwise arise from inappropriate waste handling.

For more information about collection and recycling of old products, please contact your local municipality, your waste disposal service or the point of sale where you purchased the items.

[For business users in the European Union]
If you wish to discard electrical and electronic equipment, please contact your dealer or supplier for further information.

[Information on Disposal in other Countries outside the European Union]
This symbol is only valid in European Union, If you wish to discard these items, please contact your local authorities or dealer and ask for the correct methods of disposal.

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Arrive ViewPoint™ User Manual

Contents

1. Introduction 8
   - 1.1 Document scope 8
2. Features and specifications 9
   - 2.1 Ports 9
   - 2.2 Hardware 10
   - 2.3 Package contents 10
   - 2.4 Operating requirements 10
   - 2.5 Product information 11
   - 2.6 Software features 11
   - 2.7 Technical features 11
3. Setting up the unit 12
   - 3.1 Backend infrastructure pre-requisites 12
   - 3.2 Connecting the unit 12
4. Before you begin 14
5. Power-on behavior 15
6. Configuring the unit using Desktop Client 17
   - 6.1 ViewPoint Recorder 17
   - 6.2 Matterhorn Server 19
   - 6.3 Classroom Location 20
   - 6.4 Viewpoint Web Manager 21
   - 6.5 User Settings 22
   - 6.6 Modules 25
   - 6.7 About 26

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7. Configuring the unit using the AVP Control Console..28
7.1 ViewPoint Recorder 30
7.2 Matterhorn Server.....30
7.3 Classroom Location 31
7.4 ViewPoint Web Manager.....31
7.5 User Settings 32
7.6 Repository.....32
7.7 Modules.....34
7.8 About 34
8. Recorder.....35
9. Content Manager 40
10. Player.....44
11. Manage and Replay the recorded session (Matterhorn Server).....45
12. Web Manager.....45
13. References 53

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1. Introduction

1.1 Document scope

This document provides the configuration details,usage guidelines,installation, set-up of the unit and its applications to ensure that the set-up environment is as per requirement.

Check for the latest information

Infomation in this guide is based on the current version of ViewPoint hardware/software. For the related information, please visit www.arrivesys.com

About abbreviations

In this manual, brand names may be described as the brands or abbreviated as follows:

- ArriveViewPoint 2240/ ViewPoint : This Unit/Appliance
- Arrive ViewPoint Application: Application
- Arrive Edgeless Media Server : EMS
- Microsoft® Windows®: Windows
- Microsoft® Windows®7: Windows 7
- Open Cast Matterhorn/Matterhorn Server: Matterhorn

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Product overview

Arrive ViewPoint™, is a fully-featured High Definition Rich Media Capturing System that transforms communication and collaboration dynamics within and beyond today's classrooms, meeting rooms, training rooms and conference rooms. The hardware and software components work in synergy to record audio and visual components of the presentation or lecture for perpetual archival and the ability to provide repeated views of integrated voice, video and presentation data as a single view (called rich media).

Arrive ViewPoint™ eliminates the need for a dedicated computer capture agent on the presenters' side, reducing the physical layout of connectors, space and power consumption. The no-hassle installation and zero maintenance increases the reliability.

The most common application of Arrive ViewPoint™ is lecture capture and video conference recording, which refers to the process of digitally capturing and archiving the content of a lecture, conference, or seminar. It is an ideal solution for traditional classroom replacement, or supplemental educational resources in secondary and higher education, corporate training as well as archiving and broadcasting enterprise wide or internet based presentations for unlimited views.

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2. Features and specifications

2.1 Ports

Figure 1: Arrive ViewPoint front panel

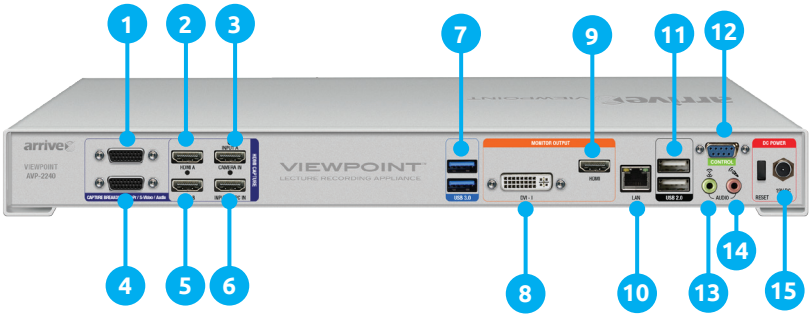

Figure 2: Arrive ViewPoint rear panel

1	Video Input 1: Breakout Port (to support S-Video, Component Video, Analog Audio)
2	Video Input 1: HDMI Loop Out
3	Video Input 1: HDMI Camera Input
4	Video Input 2: Breakout Port (to support S-Video, Component Video, Analog Audio)
5	Video Input 2: HDMI Loop Out
6	Video Input 2: HDMI Presentation Input
7	USB 3.0 ports
8	DVI-I port
9	HDMI output port
10	Network Port
11	USB 2.0 ports
12	RS232 Port (for Camera Control)
13	Audio Output
14	Mirocphone Input
15	Power Input

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2.2 Hardware

Dimensions and weight

Dimensions	20.1x 44.25 x 4.9 cm (2x17x7.9”HXWXD)
Shipping dimensions	22x58x13cm (8.66x22.85x5.11”HXWXD)
Weight	7.16 lbs (3.25 kg)
Operating Temperature	-5 to 35 °C
Control	RS232, IR, Remote, Button Panel
Power Consumption	Input – 100-240 V, 50-60 Hz 0.5a Output – 19v 6A

2.3 Package contents

ViewPoint Appliance	1
Power Cable+ Power Cable Adapter	1
BreakOut Cable	2
Mounting Kit	1(Wall), 1(Rack)
Screws	4

Installation requirements

- Requires Arrive EM Server (EMS) software for scheduling and central management,

2.4 Operating requirements

Power requirements	Input - 100-240 V, 50-60 Hz 0.5a, Output - 19v 6A
Power consumption	70-120w
Operating temperature	5 to 30°C (23 - 86 °F)
Operating position	Vertical/Horizontal
Storage temperature	5-35°C (23 - 95 °F)
Operating humidity	10-55%

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2.5 Product information

Model No	AVP-2240-LCA
Description	Arrive ViewPoint® 2240 - Rich Media Recording Appliance
SKU#	AVP-2240-001-001

2.6 Software features

- Enables real time recording of two video inputs with audio.and storing the recorded information in local disk and network
- Integrates with Opencast Matterhorn server for publishing and archiving the recorded sessions.
- Enables scheduled recording via Arrive InfoPoint interface with interoperability with 3rd party LMS in Matterhorn domain.
- Enables scheduled recording via Opencast Matterhorn server v1.3 & v1.4
- Built-in web interface for remote unit management and local downloading of recorded videos.
- Integrates with ViewPoint Web Manager that can centrally manage all the connected ViewPoint units (recording, power ON/ OFF, status)

2.7 Technical features

- Dual video inputs that support HDMI, S-Video, and component video capture:
  - 1920 x 1080p (23.98, 24, 25, 29.97, 30 frames per second)
  - 1920 x 1080i (25, 29.97,60 frames per second)
  - 1280 x 720p (50, 59.9,60 frames per second)
  - 720 x 576 (25, 50 frames per second)
  - 720 x 486 (29.9,23.9,59.9 frames per second)
- Supports embedded audio from HDMI
- Supports stereo analog audio input through the breakout port

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3. Setting up the unit

3.1 Backend infrastructure pre-requisites

AVP Control Console (Web Interface):

Internet Explorer	10.0 and above
FireFox	22 and above
Google Chrome	30 and above

User must have recommended browser support and Flash Player plugin installed into the system to convert high resolution video to web format (MP4).

To access VNC browser

- Java must be enabled.

The instructions are available at:
http://www.java.com/en/download/help/enable_browser.xml

3.2 Connecting the unit

Arrive ViewPoint is an ideal 1RU solution for wall mount, under desk mount, table-top or rack mount. Fix the rack mount or wall mount provided with the unit as per requirement.Ensure all the safety guidelines for mounting the unit is followed.

Arrive ViewPoint requires the audio and video inputs to be connected to the specified ports for the optimum and expected performance. Please note that, improper selection of input ports may result in uncertain or no output.

Sample connection guidelines:

1. Connect a display monitor to the DVI-I or HDMI port of the appliance.

2. Connect the camera to the video input 1: HDMI Input port.

3. Connect the HDMI input to the video input 2: HDMI Input port.

4. Connect the breakout cable to the video input 1: Breakout Port.

5. Connect the wireless microphone receiver antenna to the USB port of the unit.

6. Connect the stereo connector of the audio cable to the line-out of the wireless microphone receiver.

7. Connect the male RCA audio connectors (red & white) to the audio input connectors of the unit breakout cable.

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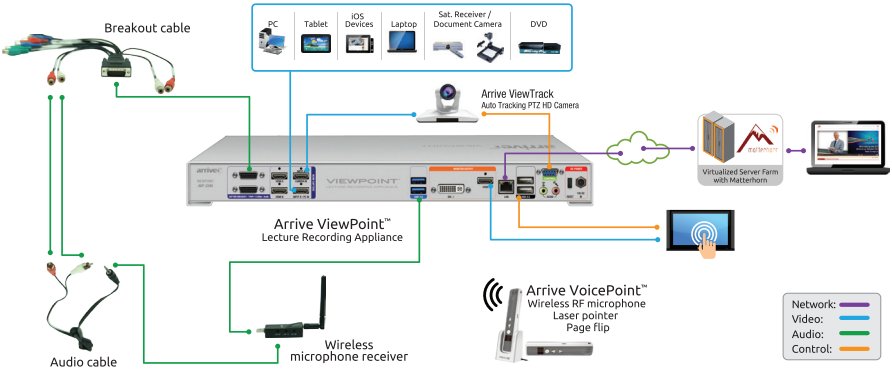
- Use a direct HDMI cable from the camera output to the Input 1-> HDMI input port of unit.
- Use a direct HDMI cable from CablePoint or Laptop or PC HDMI output to the Input 2-> HDMI input port of unit.
- For S-Video, Component and Composite video connections, use the RCA breakout cable(R-Y, Y, B-Y) which is shipped with the unit.
- You can use a DVI to HDMI adapter to connect your DVI Camera to HDMI input port of unit.

Note: If the connections to Video Input 1 and Video Input 2 are interchanged, the audio may not get recorded properly.

The diagram below shows a sample connectivity schema for Arrive ViewPoint™.



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4. Before you begin

The Arrive ViewPoint™ can be operated in two modes:

- **Standalone Recorder Mode:** Allows the users to manage the session recordings by providing interfaces to ***Start*** and ***Stop*** recordings.
- **OpenCast Matterhorn** Capture Agent Mode:** Allows Opencast Matterhorn to centrally manage and schedule recordings. Arrive ViewPoint™ easily registers to Matterhorn v1.3 and v1.4 servers.

Arrive ViewPoint™ can be configured and managed through two different interfaces, namely the Desktop Client, and AVP Control Console.

The **Desktop Client** is available to the user through the display unit/monitor connected to the appliance. The administrator can configure the appliance to suit the requirement using a keyboard and mouse. The unit configuration after the first time power-on has to be conducted from the Desktop Client.

The **AVP Control Console** is a web interface that allows remote unit management and enables local downloading of recorded videos.

Before you use the AVP Control Console to configure the appliance, please ensure that:

- the remote machine and the appliance belong to the same network.
- the IP address of the appliance is registered in the domain using Desktop Client.
- to access the appliance, type the IP address of the unit/avpcontrol.

The setup screen for both AVP Control Console and Desktop Client is almost identical. The setup screen has multiple configuration tabs that help you to configure the unit to work efficiently as required within your environment.

Also remember:

- Use a keyboard and mouse to make all the configuration settings.
- Click on the **Set Defaults** to revert to previous settings.
- To save the new configuration settings, click **Save**. Once the settings are saved, you cannot revert to previous settings.
- To restart the application, click on **Restart Application**.
- To shutdown the unit, click on **Shutdown**.
- To reboot the unit, click on **Reboot**.
- All configuration changes are reflected only after application restart (manual). However, some changes automatically restart the application.

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5. Power-on behavior

Note: The first time set-up or configuration must always be executed through the Desktop Client wherein the administrator registers the IP address of the unit in the network. Refer to *Section 6.1 ViewPoint Recorder* for more details. The subsequent configuration settings can be altered using the AVP Control Console or Web Manager.

At first power-on, the unit boots up and the End User License Agreement (EULA) screen is displayed:

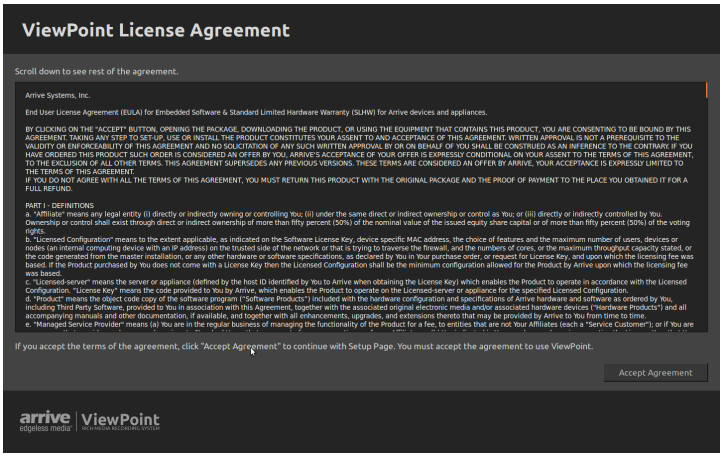
ViewPoint License Agreement
Scroll down to see rest of the agreement.
Arrive Systems, Inc.
End User License Agreement (EULA) for Embedded Software & Standard Limited Hardware Warranty (SLHW) for Arrive devices and appliances.
BY CLICKING ON THE "ACCEPT" BUTTON, OPENING THE PACKAGE, DOWNLOADING THE PRODUCT, OR USING THE EQUIPMENT THAT CONTAINS THIS PRODUCT, YOU ARE CONSENTING TO BE BOUND BY THIS AGREEMENT. TAKING ANY STEP TO SET-UP, USE OR INSTALL THE PRODUCT CONSTITUTES YOUR ASSENT TO AND ACCEPTANCE OF THIS AGREEMENT. WRITTEN APPROVAL IS NOT A PREREQUISITE TO THE VALIDITY OR ENFORCEABILITY OF THIS AGREEMENT AND NO SOLICITATION OF ANY SUCH WRITTEN APPROVAL BY OR ON BEHALF OF YOU SHALL BE CONSTRUED AS AN INFERENCE TO THE CONTRARY. IF YOU HAVE ORDERED THIS PRODUCT SUCH ORDER IS CONSIDERED AN OFFER BY YOU. ARRIVE'S ACCEPTANCE OF YOUR OFFER IS EXPRESSLY CONDITIONAL ON YOUR ASSENT TO THE TERMS OF THIS AGREEMENT, TO THE EXCLUSION OF ALL OTHER TERMS. THIS AGREEMENT SUPERSEDES ANY PREVIOUS VERSIONS. THESE TERMS ARE CONSIDERED AN OFFER BY ARRIVE, YOUR ACCEPTANCE IS EXPRESSLY LIMITED TO THE TERMS OF THIS AGREEMENT.
IF YOU DO NOT AGREE WITH ALL THE TERMS OF THIS AGREEMENT, YOU MUST RETURN THIS PRODUCT WITH THE ORIGINAL PACKAGE AND THE PROOF OF PAYMENT TO THE PLACE YOU OBTAINED IT FOR A FULL REFUND.
PART I - DEFINITIONS
a. "Affiliate" means any legal entity (i) directly or indirectly owning or controlling You; (ii) under the same direct or indirect ownership or control as You; or (iii) directly or indirectly controlled by You. Ownership or control shall exist through direct or indirect ownership of more than fifty percent (50%) of the nominal value of the issued equity share capital or of more than fifty percent (50%) of the voting rights.
b. "Licensed Configuration" means to the extent applicable, as indicated on the Software License Key, device specific MAC address, the choice of features and the maximum number of users, devices or nodes (an internal computing device with an IP address) on the trusted side of the network or that is trying to traverse the firewall, and the numbers of cores, or the maximum throughput capacity stated, or the code generated from the master installation, or any other hardware or software specifications, as declared by You in Your purchase order, or request for License Key, and upon which the licensing fee was based. If the Product purchased by You does not come with a License Key then the Licensed Configuration shall be the minimum configuration allowed for the Product by Arrive upon which the licensing fee was based.
c. "Licensed-server" means the server or appliance (defined by the host ID identified by You to Arrive when obtaining the License Key) which enables the Product to operate in accordance with the Licensed Configuration. "License Key" means the code provided to You by Arrive, which enables the Product to operate on the Licensed-server or appliance for the specified Licensed Configuration.
d. "Product" means the object code copy of the software program ("Software Products") included with the hardware configuration and specifications of Arrive hardware and software as ordered by You, including Third Party Software, provided to You in association with this Agreement, together with the associated original electronic media and/or associated hardware devices ("Hardware Products") and all accompanying manuals and other documentation, if available, and together with all enhancements, upgrades, and extensions thereto that may be provided by Arrive to You from time to time.
e. "Managed Service Provider" means (a) You are in the regular business of managing the functionality of the Product for a fee, to entities that are not Your Affiliates (each a "Service Customer"); or if You are
If you accept the terms of the agreement, click "Accept Agreement" to continue with Setup Page. You must accept the agreement to use ViewPoint.
Accept Agreement
arrive edgeless media | ViewPoint

Figure 3: EULA Acceptance

Click on **Accept Agreement**.The Desktop Client setup screen is displayed upon license acceptance, .

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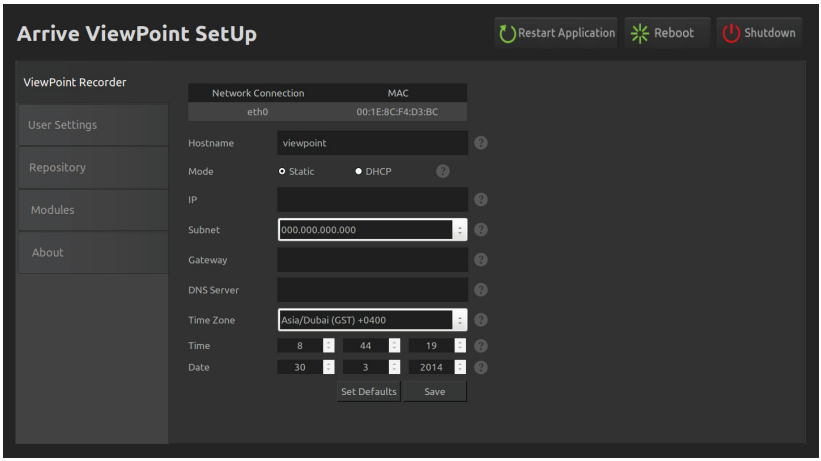

Figure 4: Power-on Setup Screen

Note: If the connections to Video Input 1 and Video Input 2 are interchanged, the audio may not get recorded properly.

The subsequent power-on displays the Recording Screen on the Desktop Client as shown below. You can click on to navigate to the setup screen.

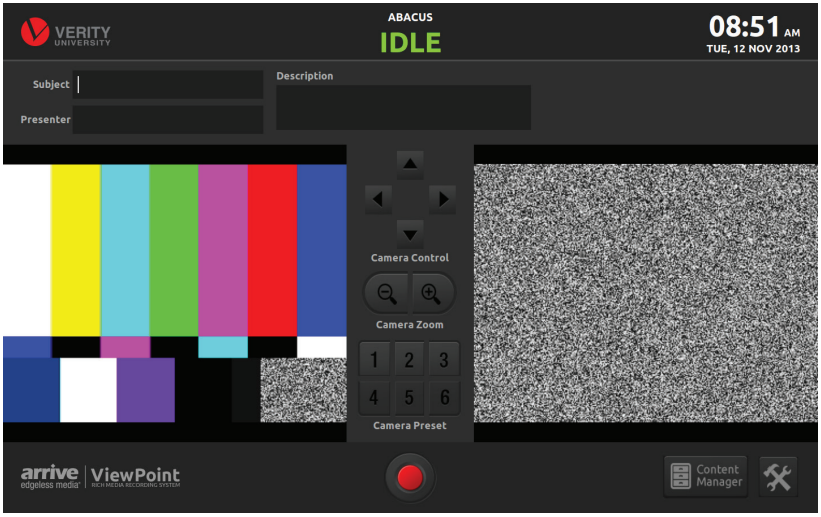

Figure 5: Subsequent Power-ons- Recording Screen

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6. Configuring the unit using Desktop Client

6.1 ViewPoint Recorder

The unit can be configured to work in Static or DHCP mode. Static mode is recommended for easy unit management. If the network hosts a DHCP server, the administrators can reserve the IP address on DHCP server for the appliance based on its MAC address. As mentioned in the above sections, if the network hosts a DHCP server, the IP address and other network details are populated directly (one time behavior). If a DHCP server is not existing in the network, the details need to be populated manually.

The ViewPoint Recorder tab allows user to configure the following fields:

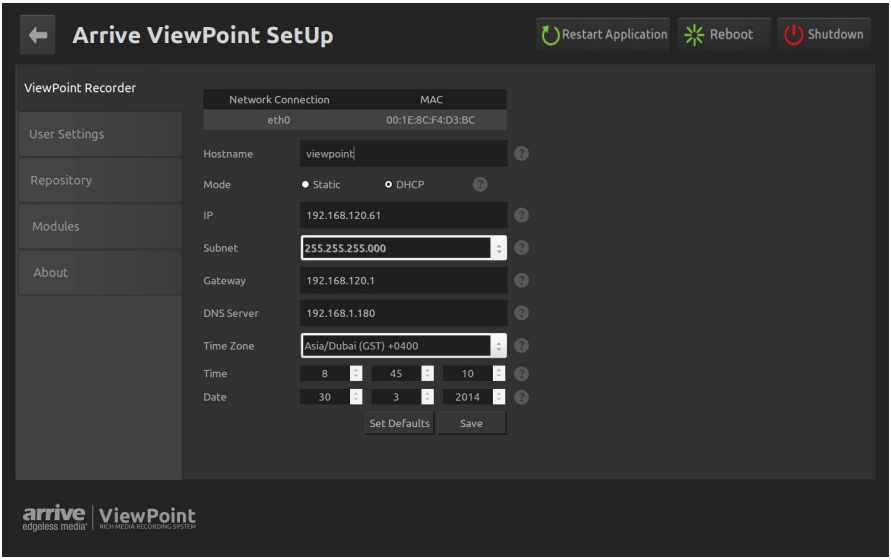

Figure 6: Desktop Client- ViewPoint Recorder

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Field Name	User Inputs
Host name	Enter the host name of the appliance. It is normally fetched from the operating system; however user can make changes if required.
Mode	Select the addressing mode: Static or DHCP: If Static: User is required to enter values manually. If DHCP: The network settings is populated from the DHCP server.
IP	Enter the IP address of the appliance if the addressing mode is Static. Else IP address is populated from DHCP server. **Note:** This IP address is used by the administrator to access the appliance through the AVP Control Console.
Subnet	Enter the subnet mask if the addressing mode is Static,otherwise the subnet mask is fetched from the DHCP server.
Gateway	Enter the gateway address if the addressing mode is Static,otherwise the default gateway address assigned by the DHCP server is retained.
DNS Server	Enter the IP address of DNS server if the addressing mode is Static,otherwise the DNS server address is fetched from the DHCP server.
Time Zone	Select the time zone.
Time	Enter the time in hh:mm:ss format.
Date	Enter the date in dd:mm:yyyy format.

Note: Any change made through this tab forces the unit to restart. The configuration can be altered anytime.

If you click on **Save** when no changes are made, the application alerts that no changes are made to the existing configuration.

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6.2 Matterhorn Server

This is an optional tab and available only when enabled from the Modules tab. Refer to *Section 6.7 Modules* for more details on enabling this option.

When enabled, the Matterhorn Server tab allows the users to integrate the appliance with the Matterhorn server and set up communication with the same.

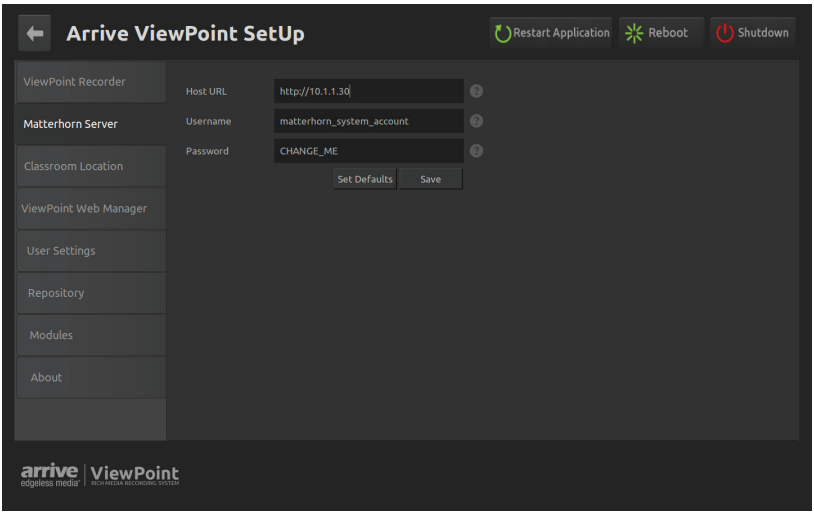

Figure 7: Desktop Client- Matterhorn Server

The Matterhorn Server tab requires the user to configure the following fields:

Field Name	User Inputs
Host URL	Enter the URL of Matterhorn server (http://192.168.1.90:8080)
Username	Enter the Matterhorn service user account. Default: matterhorn_system_account
Password	Enter the password of Matterhorn account. Default: CHANGE_ME

Note: The unit is always registered with Matterhorn Server. If the Matterhorn service user account is changed, enter the correct username. The above values are read from the configuration file. On unit restart, the unit is re- registered with Matterhorn.

Note: Please refer to **References** section in the manual to know more about the Matterhorn server.

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6.3 Classroom Location

This is an optional tab and is configured only if integration with Arrive Edgeless Media Server (EMS) is available. The EMS must be available in the same network as the unit. When this integration exists, ViewPoint becomes a resource to the EMS.

Refer to section **6.7 Modules** for more details on enabling this option.

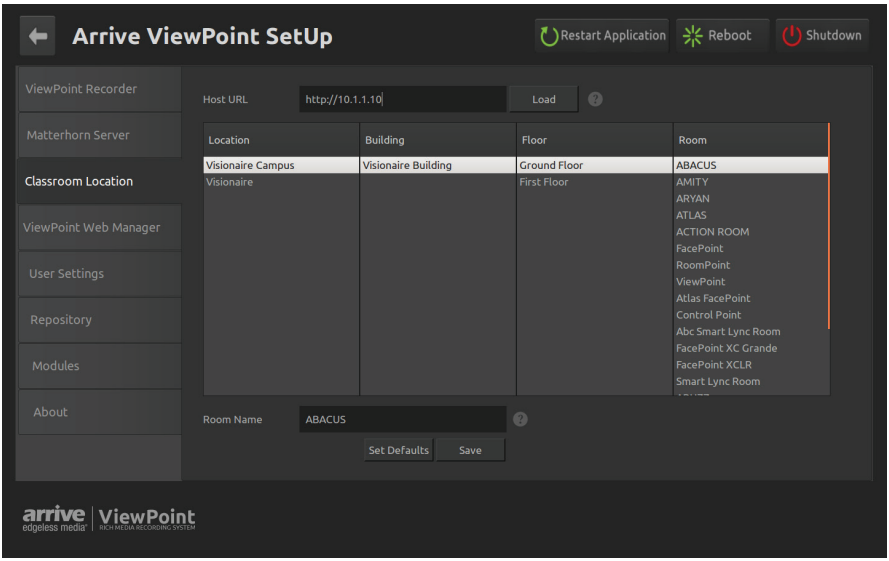

Figure 8: Desktop Client -Classroom Location

Host URL	Enter the URL of Arrive Edgeless Media server. Click on **Load**.
Room Name	The Building, Location, Floor and details are Populated from the Arrive Edgeless Media server. Select the room need. Based on your selection, the Room Name field is populated. The schedule for the room will be fetched from the server.

The Classroom Location tab requires the user to select a venue/room from the existing Arrive Edgeless Media server.

Note: The schedule fetched from the Arrive Edgeless Media server can be deleted manually even 2 minutes before the scheduled time. The recording for the schedules fetched from the Arrive Edgeless Media server can be automated. The recording cannot be terminated before 10 seconds of schedule commencement.

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6.4 Viewpoint Web Manager

Viewpoint Web Manager monitors all the ViewPoint units in the network remotely. For more details on Web Manager and the services offered Refer to ***Section 12. Web Manager.***

If the unit has to be monitored by the Web Manager; it has to be registered with the ViewPoint Web Manager.

As mentioned, the Viewpoint Web Manager is an optional tab and is enabled only if central monitoring of units is required. Refer to ***Section 6.7 Modules*** for more details on enabling this option.

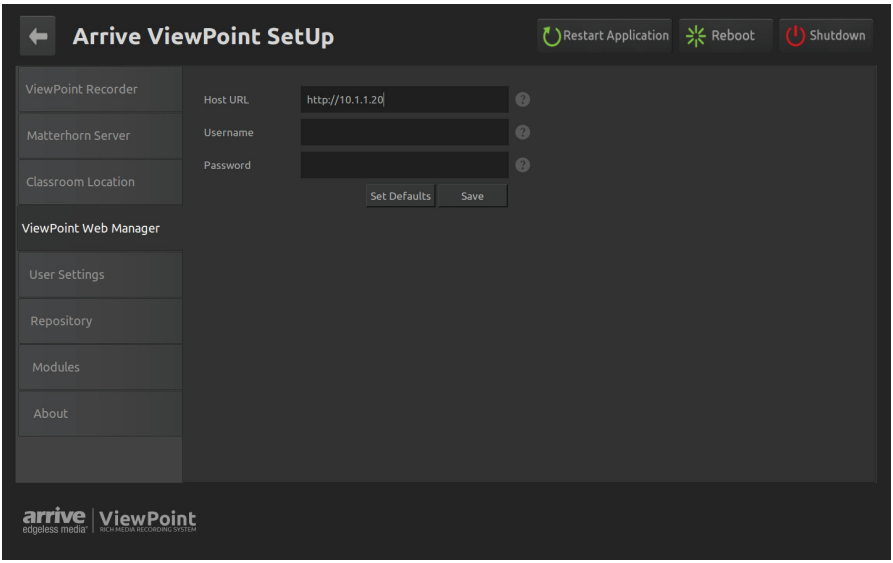

Figure 9: Desktop Client - Viewpoint Web Manager

Host URL	Enter the IP address of the web manager
Username	Enter the Username (if existing)
Password	Enter the Password(if existing)

Note: By default, the Username and Password sections are blank. In case a Username and Password is provided, the same is used to login to Web Manager.

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6.5 User Settings

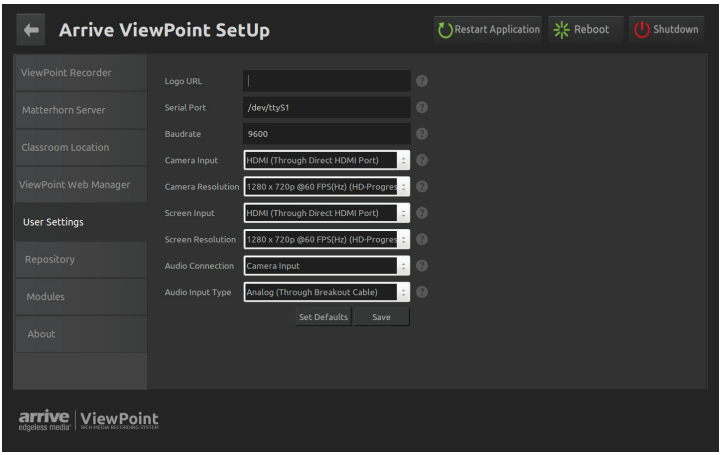

Figure 10: Desktop Client -User Settings Tab

The User settings tab allows user to configure:

Field Names	User Input
Logo URL	Enter the URL where the customized logo can be located. **Recommended:** Transparent png format, resolution : 160 x 60
Serial port settings	The Serial port ID for communication between the unit and the camera. This value is read from the configuration file. It cannot be altered.
Baud Rate	The baud rate RS232 port is set to 9600. It cannot be altered
Camera Input	Select the camera input type from the list. **Available:** HDMI - Direct HDMI cable, S-Video - RCA Breakout Cable, Component
Camera Resolution	Select the resolution of the camera from the list.
Screen Input	Select the input type for input 2. **Available:** HDMI- Direct HDMI cable, S-Video - RCA Breakout Cable Component
Screen Resolution	Select signal resolution and signal type (interlaced or progressive) from the available list.
Audio Card	Select the audio input card. **Available:** Camera , PC
Audio Input	Select the audio input type. **Available:** Analog Audio ,Embedded Audio **Note:** If Analog Audio is the selected type, ensure the breakout cable is connected to the relevant audio card.

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Note: If the input port is not selected properly, no image will be displayed in the preview window of the recorder screen.
If the resolution chosen is inaccurate, the unit will not capture the input and display the preview of the video on the screen.
The resolution of the input and the display must be set to the same value.

Repository

The Repository tab allows the user to define the location for storing the recordings. The recordings can be stored in local or shared drives (NFS, CIFS).

Select **Local**. This indicates that the recordings are stored locally in the unit.

Enter the location. By default, the Username and Password are deactivated.

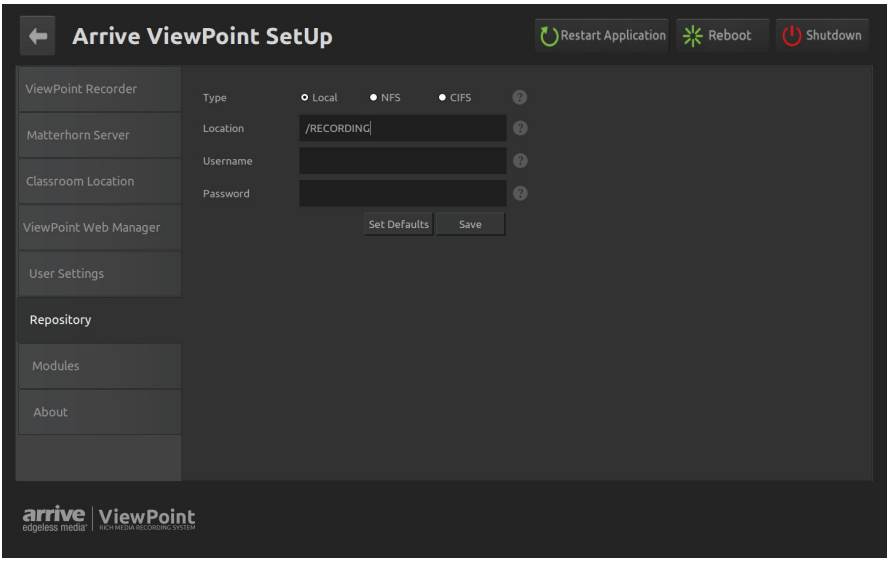

Figure 11: Desktop Client -Repository- Local

Select the protocol **NFS** or **CIFS**. This location will be mounted to the unit to save the recordings.

Enter the location. If required, furnish the Username and Password.

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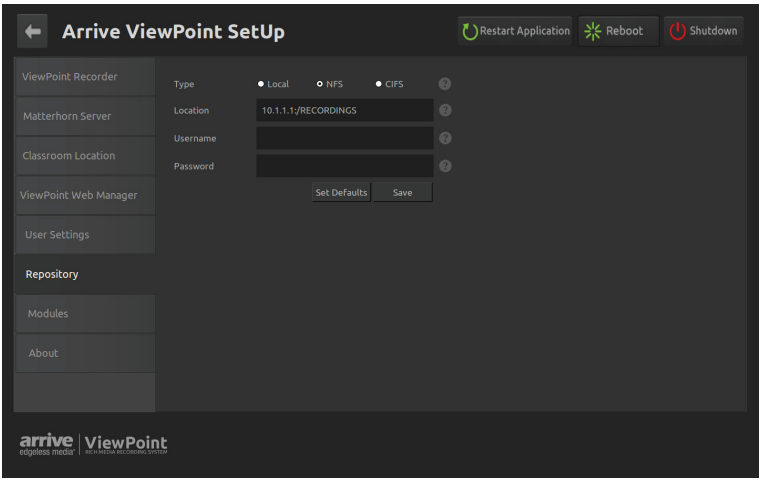

Figure 12: Desktop Client -Repository- NFS

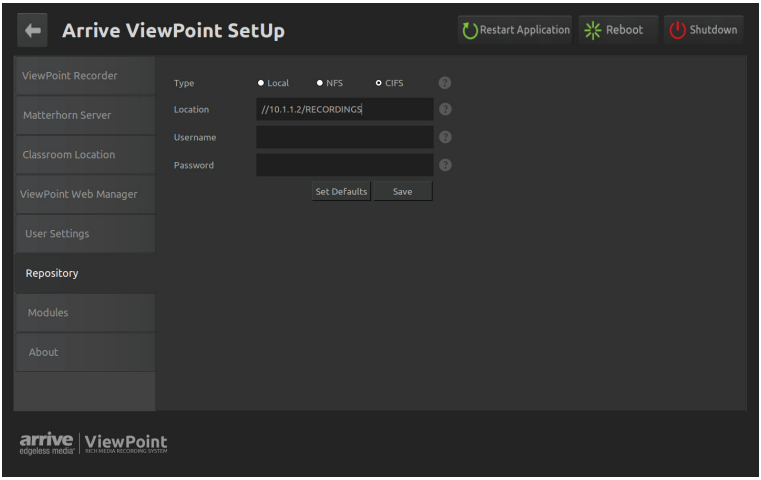

Figure 13: Desktop Client -Repository- CIFS

Note: The Content Manager always reflects the contents of the currently selected repository. So repository changes should be made thoughtfully.

When the network repository is accessed, ensure that high speed network connection exists. The response will take a longer time when compared to local repository.

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Note: Please use at least 1Gbps network connection on ViewPoint and NFS/CIFS servers.

6.6 Modules

The Modules tab enables/disables integration with Matterhorn (for integration with Matterhorn server), EMS (for Classroom location) and Web Manager (for central management).

Only if the integration is enabled from this interface will the corresponding tabs be available for set-up.

When Classroom Location is enabled, the schedules are synchronised from the Arrive Edgeless Media Server. Further enabling **schedule recording** automates the recording process.

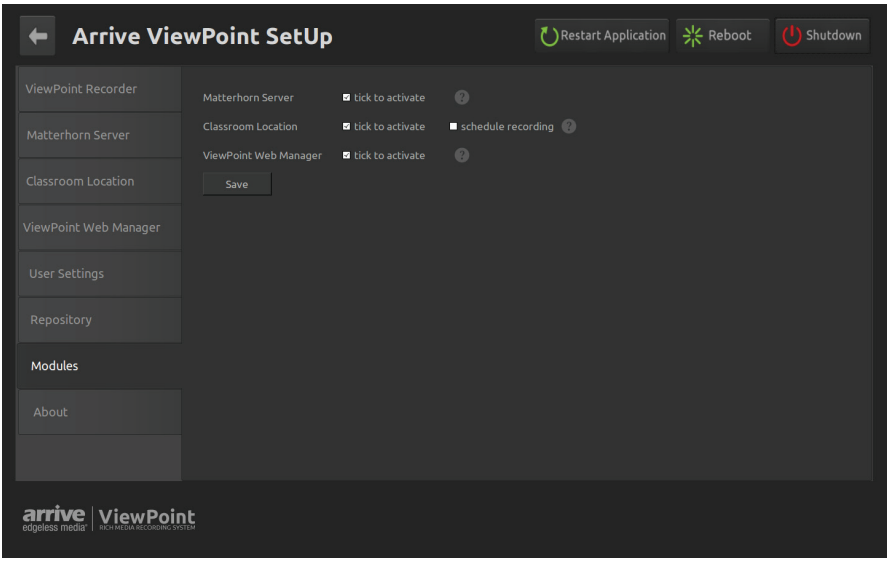

Figure 14: Desktop Client -Module Tab

Every time a server integration is enabled, it is treated as a new set-up. No prior configuration will be reflected. For example, let us assume that integration with EMS was enabled, and a room was chosen for automatic recording. Over the course of time the integration was disabled and re-enabled, the IP address of the server and the room has to be re-configured.

Previous settings are not retained.

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6.7 About

The **About** tab provides information about the application.
If there are no current updates, the application displays “ViewPoint is up to date”.

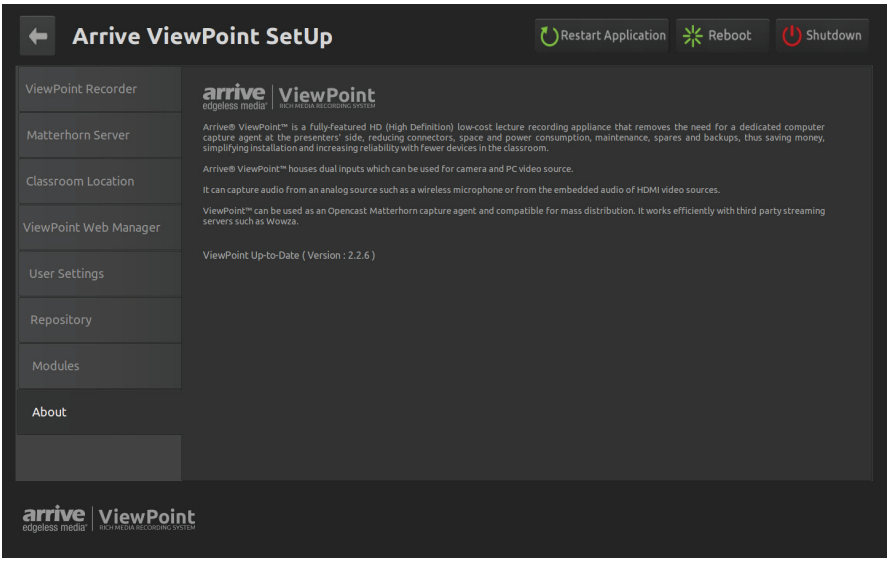
Arrive ViewPoint SetUp
Restart Application
Reboot
Shutdown
ViewPoint Recorder
Matterhorn Server
Classroom Location
ViewPoint Web Manager
User Settings
Repository
Modules
About
arrive edgeless media | ViewPoint
Arrive® ViewPoint™ is a fully-featured HD (High Definition) low-cost lecture recording appliance that removes the need for a dedicated computer capture agent at the presenters' side, reducing connectors, space and power consumption, maintenance, spares and backups, thus saving money, simplifying installation and increasing reliability with fewer devices in the classroom.
Arrive® ViewPoint™ houses dual inputs which can be used for camera and PC video source.
It can capture audio from an analog source such as a wireless microphone or from the embedded audio of HDMI video sources.
ViewPoint™ can be used as an Opencast Matterhorn capture agent and compatible for mass distribution. It works efficiently with third party streaming servers such as Wowza.
ViewPoint Up-to-Date (Version : 2.2.6)
arrive edgeless media | ViewPoint

Figure 15: Desktop Client - About - No Updates

If any update of application exists, **Install Update** is visible automatically.

To Install updates:

- Click on **Install Update.**
- A new window appears showing new updates and its description.
- Click on **Install**. The updates get installed.
- The application restarts.

Note: Updates can be installed only from the Desktop Client.

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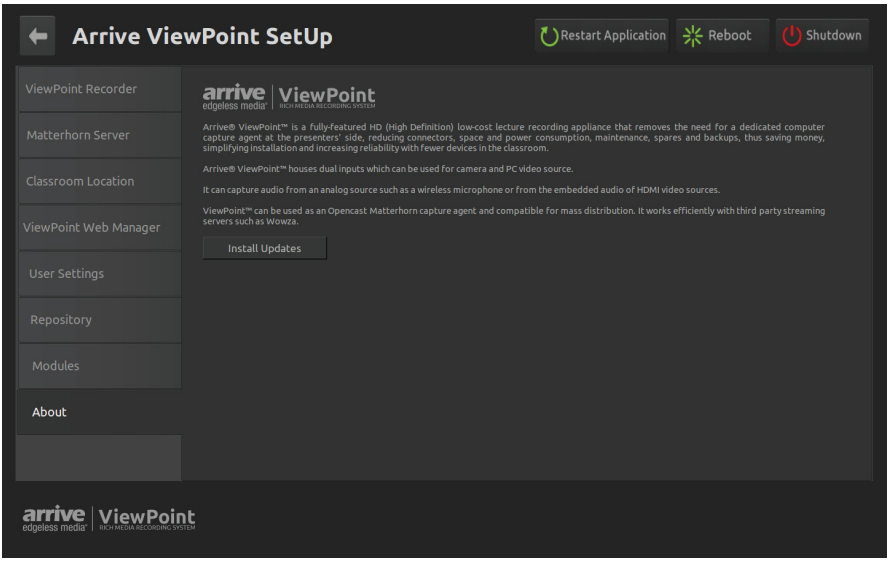
Arrive ViewPoint SetUp
Restart Application
Reboot
Shutdown
ViewPoint Recorder
Matterhorn Server
Classroom Location
ViewPoint Web Manager
User Settings
Repository
Modules
About
arrive edgeless media | ViewPoint RICH MEDIA RECORDING SYSTEM
Arrive® ViewPoint™ is a fully-featured HD (High Definition) low-cost lecture recording appliance that removes the need for a dedicated computer capture agent at the presenters' side, reducing connectors, space and power consumption, maintenance, spares and backups, thus saving money, simplifying installation and increasing reliability with fewer devices in the classroom.
Arrive® ViewPoint™ houses dual inputs which can be used for camera and PC video source.
It can capture audio from an analog source such as a wireless microphone or from the embedded audio of HDMI video sources.
ViewPoint™ can be used as an Opencast Matterhorn capture agent and compatible for mass distribution. It works efficiently with third party streaming servers such as Wowza.
Install Updates
arrive edgeless media | ViewPoint RICH MEDIA RECORDING SYSTEM

Figure 16: Desktop Client -About - Install Updates

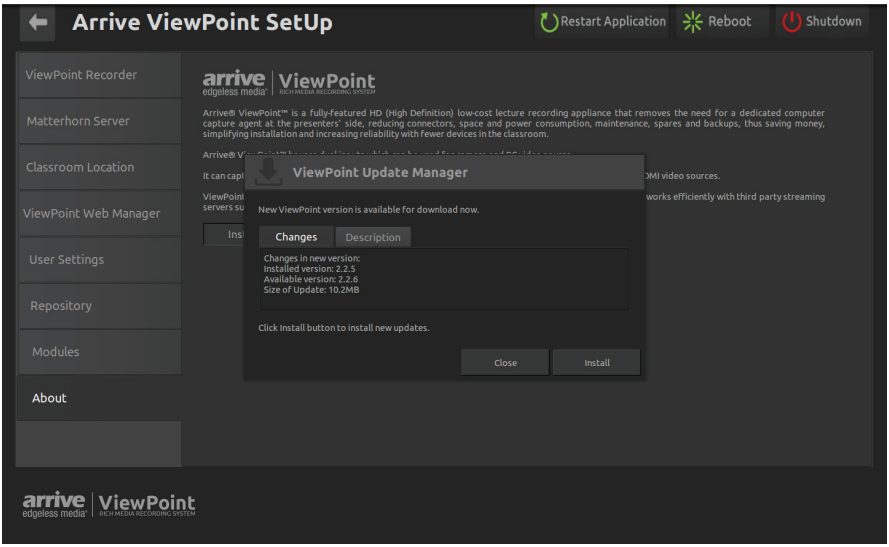
Arrive ViewPoint SetUp
Restart Application
Reboot
Shutdown
ViewPoint Recorder
Matterhorn Server
Classroom Location
ViewPoint Web Manager
User Settings
Repository
Modules
About
arrive edgeless media | ViewPoint RICH MEDIA RECORDING SYSTEM
Arrive® ViewPoint™ is a fully-featured HD (High Definition) low-cost lecture recording appliance that removes the need for a dedicated computer capture agent at the presenters' side, reducing connectors, space and power consumption, maintenance, spares and backups, thus saving money, simplifying installation and increasing reliability with fewer devices in the classroom.
ViewPoint Update Manager
New ViewPoint version is available for download now.
Changes
Description
Changes in new version:
Installed version: 2.2.5
Available version: 2.2.6
Size of Update: 10.2MB
Click Install button to install new updates.
Close
Install
arrive edgeless media | ViewPoint RICH MEDIA RECORDING SYSTEM

Figure 17: Desktop Client -About - Install Updates

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7. Configuring the unit using the AVP Control Console

The **AVP Control Console** is a web interface that allows configuration of the unit remotely.

Before you use AVP Control Console to configure the unit, ensure that:

The remote machine and the unit belong to the same network.The IP address of the appliance is registered in the network using Desktop Client.To access the appliance, type **IP address of the unit/avpcontrol**.

The access is secured. Enter the login name and the password.

Default Login: admin **Default Password**: admin

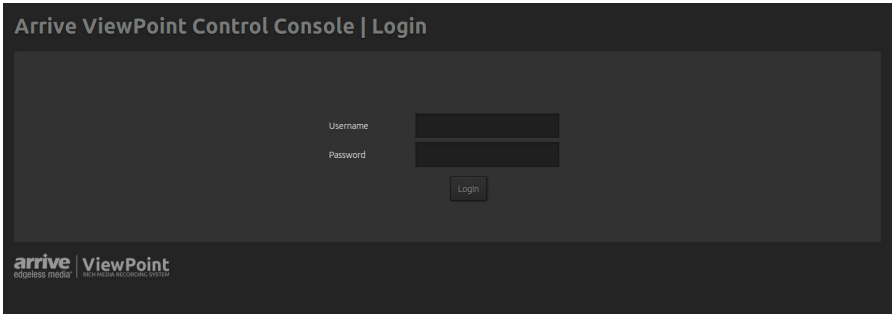


Figure 18: Login Page - AVP Control Console

On authentication, the AVP Control Console homepage is displayed.

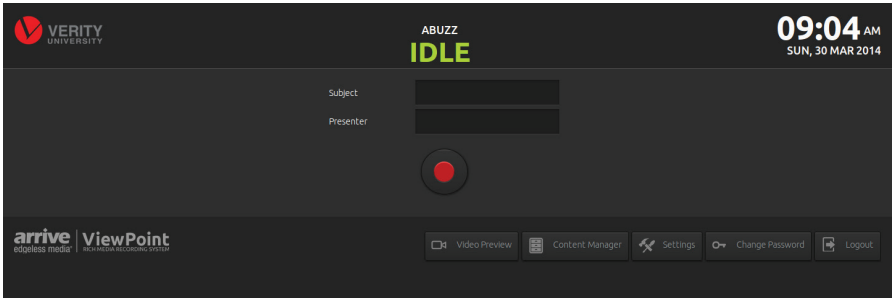
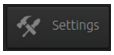
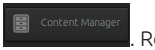


Figure 19: Home Page - AVP Control Console

To navigate to setup page; Click on 

To access Content Manager; Click on 

. Refer to section 9 for more details.

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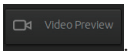
For Video Preview; Click on 

. A new tab connected to the unit display, through Virtual NetworkComputing (VNC) opens.

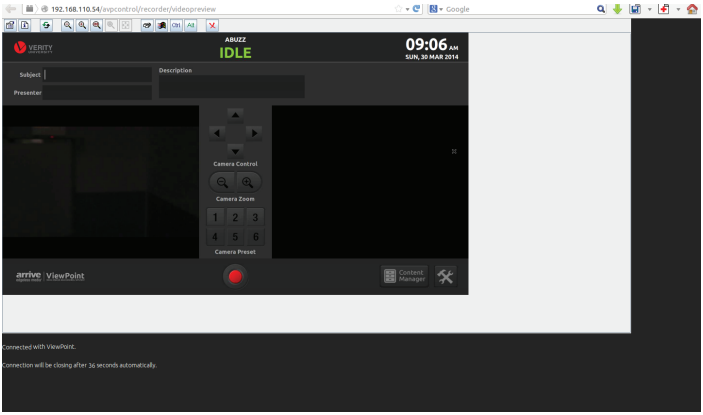
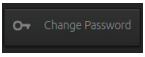


Figure 20: AVP- Video Preview

To Change Password; Click on 

. Enter the current and new password. Click on Save.

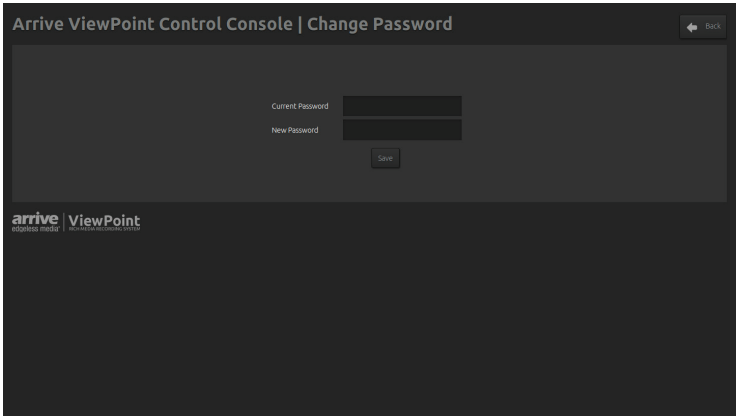
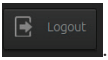


Figure 21: Change Password

To LogOut; Click on 

. You are re-directed to Login Page.

The setup interface for both AVP Control Console and Desktop Client is almost identical except that the application updates cannot be installed on the unit from the About Tab; refer to *Section 6.8 About*.

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The interface provided by the AVP Control Console to setup/ configure the unit is shown in the images below. For steps and more details, refer to *Section 6. Configuring the Unit using Desktop Client.*

7.1 ViewPoint Recorder

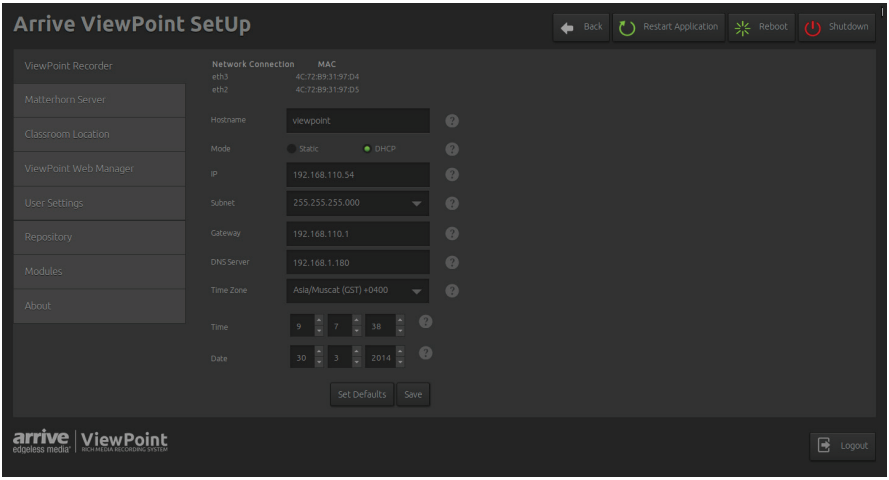

Figure 22: AVP Control Console - ViewPoint Recorder

7.2 Matterhorn Server

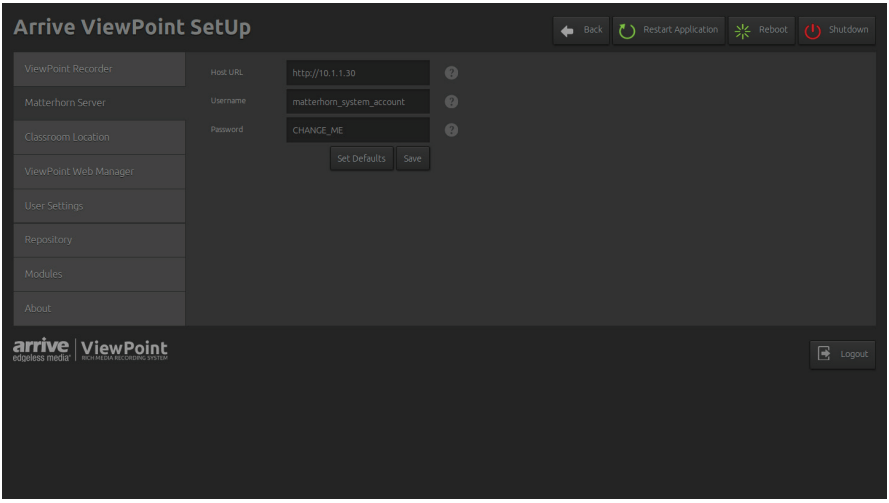

Figure 23: AVP Control Console- Matterhorn Server

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7.3 Classroom Location

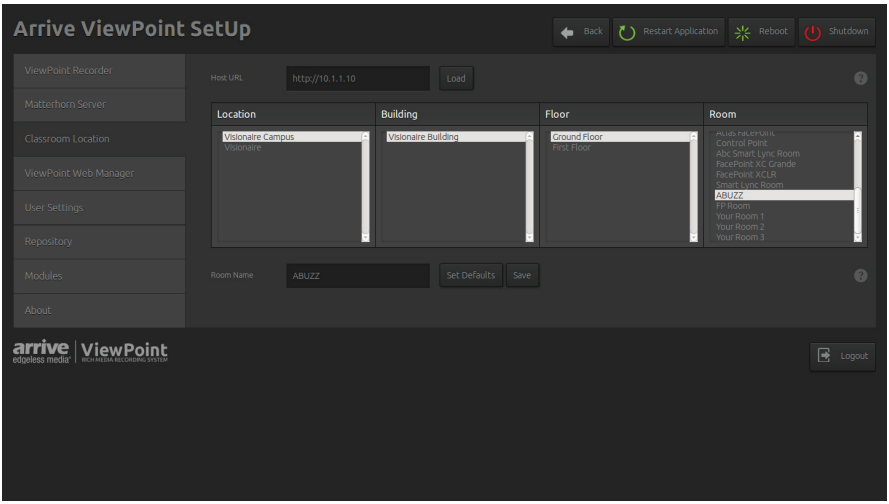

Figure 24: AVP Control Console- Classroom Location

7.4 ViewPoint Web Manager

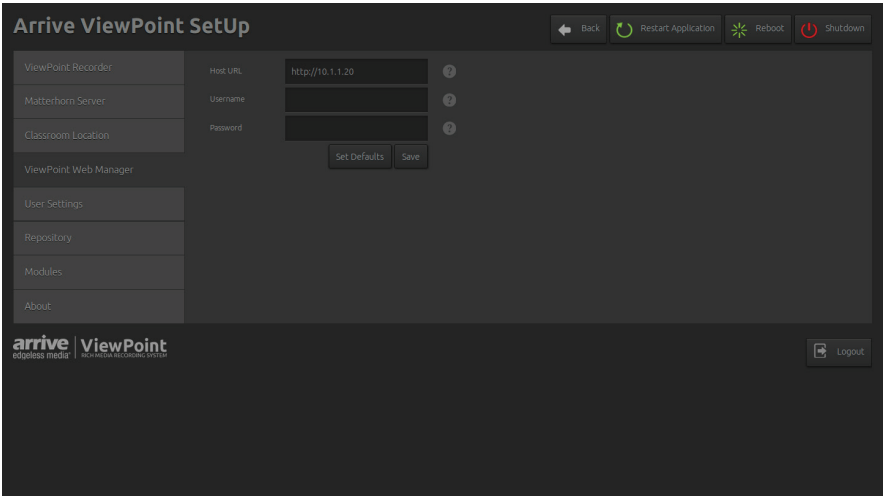

Figure 25: AVP Control Console - ViewPoint WebManger

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7.5 User Settings

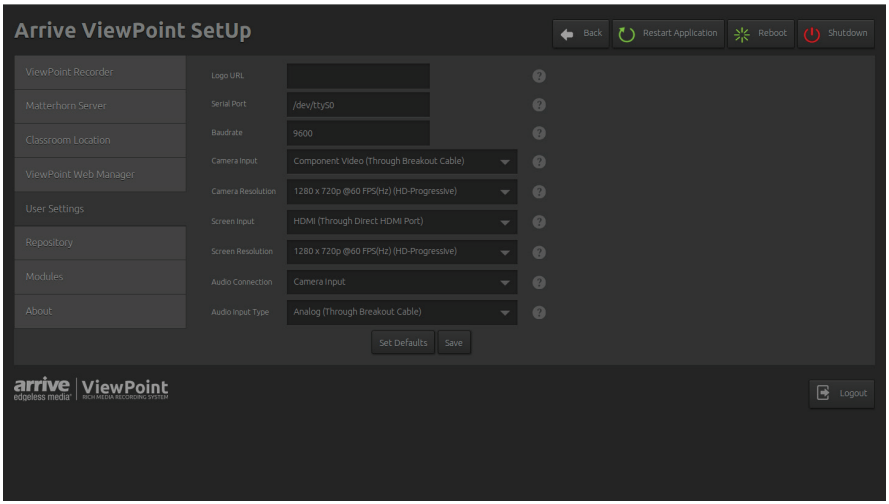

Figure 26: AVP Control Console- User Settings

7.6 Repository

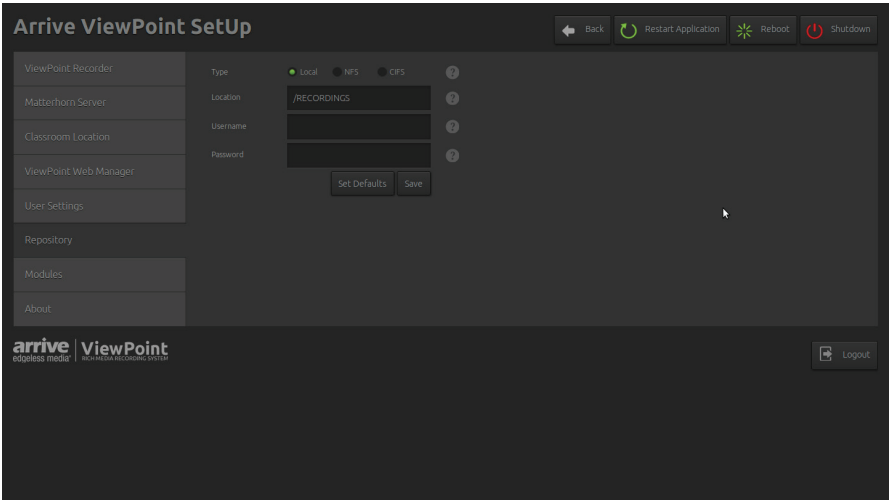

Figure 27: AVP Control Console- Repository- Local

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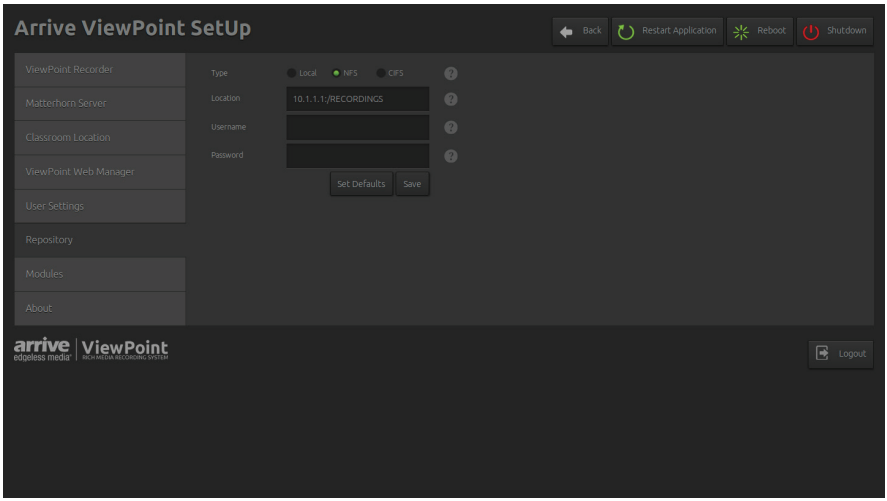

Figure 28: AVP Control Console- Repository- NFS

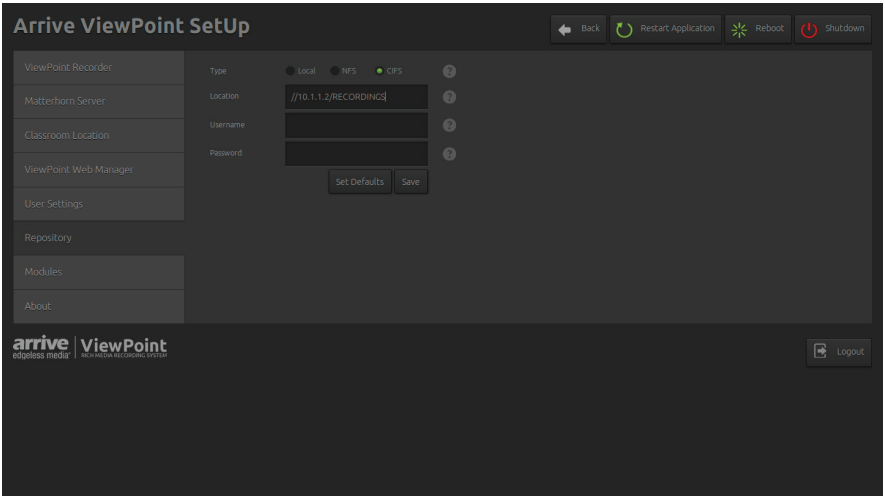

Figure 29: AVP Control Console- Repository- CIFS

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7.7 Modules

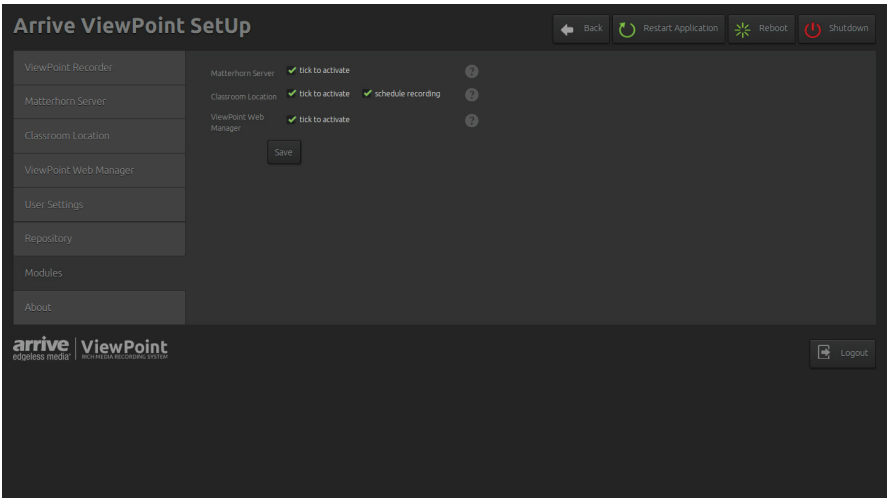

Figure 30: AVP Control Console- Modules

7.8 About

The About tab of the AVP Control Console provides current information about the application. No information about the application updates or interface to Install Updates is provided.

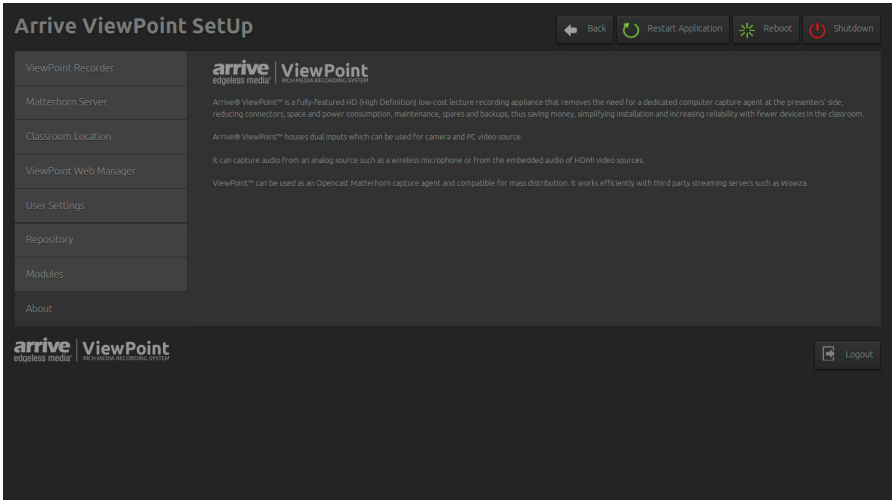
Arrive ViewPoint SetUp
Back
Restart Application
Reboot
Shutdown
ViewPoint Recorder
Matterhorn Server
Classroom Location
ViewPoint Web Manager
User Settings
Repository
Modules
About
arrive edgeless media | ViewPoint
Arrive® ViewPoint™ is a fully-featured HD (High Definition) low-cost lecture recording appliance that removes the need for a dedicated computer capture agent at the presenters' side, reducing connectors, space and power consumption, maintenance, spares and backups, thus saving money, simplifying installation and increasing reliability with fewer devices in the classroom.
Arrive® ViewPoint™ houses dual inputs which can be used for camera and PC video source.
It can capture audio from an analog source such as a wireless microphone or from the embedded audio of HDMI video sources.
ViewPoint™ can be used as an Opencast Matterhorn capture agent and compatible for mass distribution. It works efficiently with third party streaming servers such as Wowza.
arrive edgeless media | ViewPoint
Logout

Figure 31: AVP Control Console- About

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8. Recorder

The content recorder interface of the application is very simple and direct. The recording tab can be initiated and monitored from the Desktop Client, AVP Control Console and Web Manager (if available).

Desktop Client

When the unit is powered on, the recording page is displayed by default.

Press the **Record** button to initiate the recording.

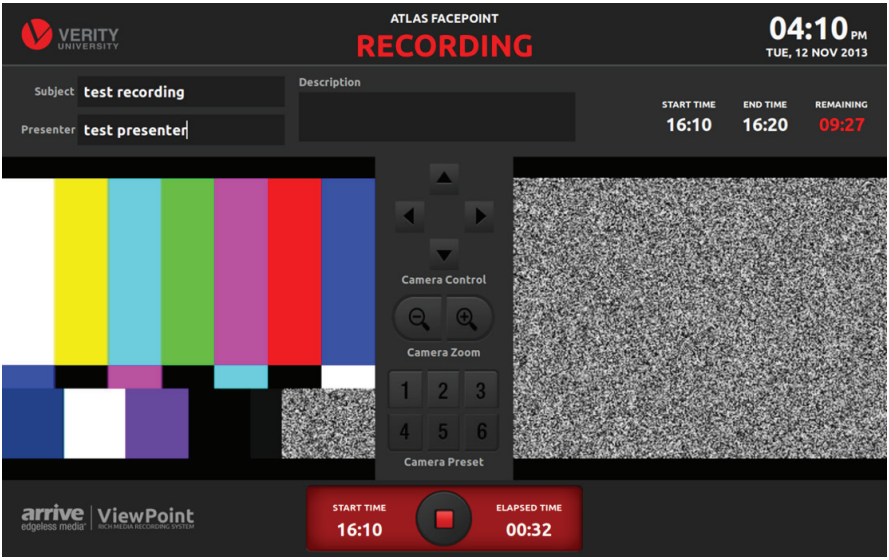

Figure 32: Desktop Client- Recording Screen

To stop the recording, press the **Stop** button

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Figure 33: Desktop Client- Stop Recording

The session is saved in the configured repository. The recorded files are placed in the Content Manager.

The three text boxes (Subject, Presenter, Description) available at the top of the screen display are to be populated by the user prior to recording. No changes can be done after recording is initiated. The boxes can be left blank.

The recording screen provides an interface to control the camera (left, right, up and down), change the Camera Zoom (increase/ decrease) and Camera Presets (1 to 6).

When integrated with Arrive Edgeless Media Server and automatic recording is enabled, the recording for the schedule fetched from the EM Server is automatic. The subject and the presenter name will be automatically populated from the server. A notification is displayed at the right hand side of the recording screen two minutes ahead of the schedule.

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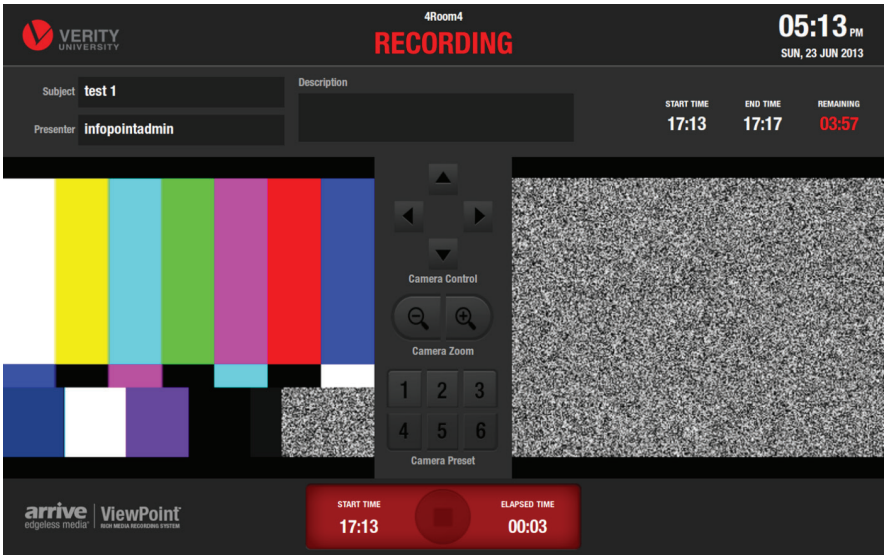

Figure 34: Desktop Client- Automatic Recording

The schedule can be cancelled even 2 minutes prior to commencement.

Figure 35: Desktop Client- Schedule cancel

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The automatic recording can be terminated manually after 10 seconds of the session. (The Stop button is active only after 10 seconds).

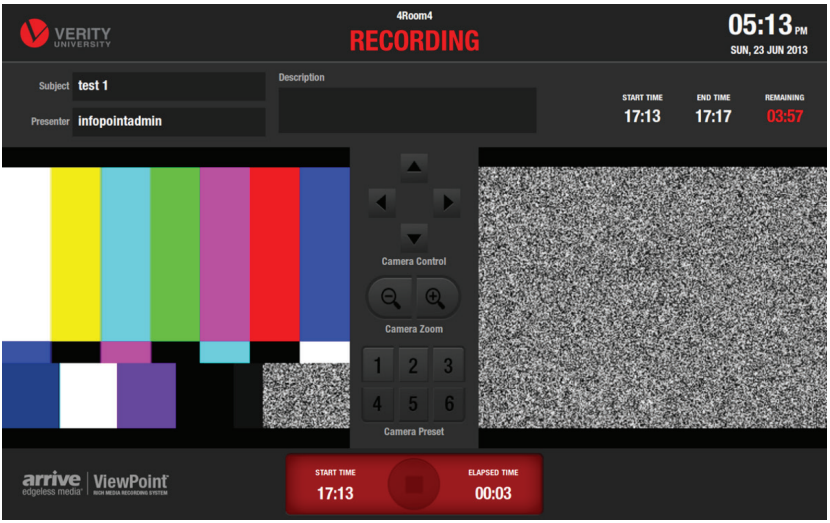

Figure 36: Desktop Client- Automatic Recording Terminate

AVP Control Console

When the unit is accessed from the AVP Control Console after authentication,the recording page is displayed by default. (Home page).

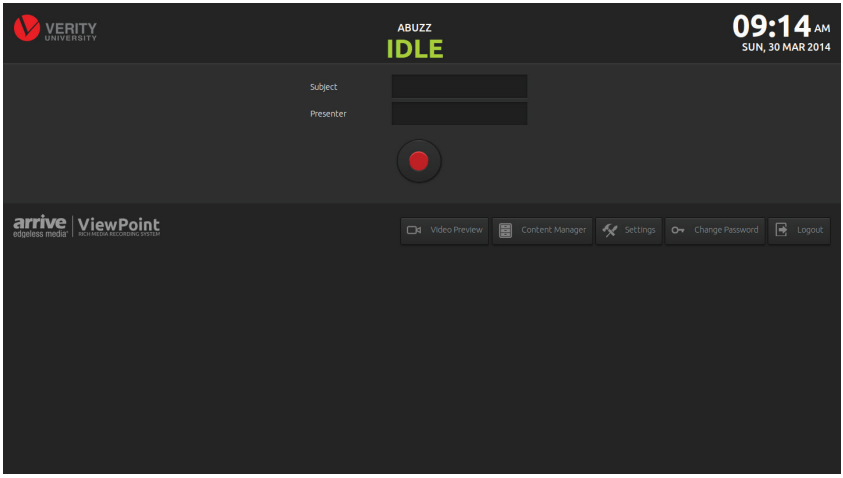

Figure 37: AVP Control Console- Automatic Recording Page

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For manual recording, the schedule subject and the presenter name can be populated. Click on the **Record** button.

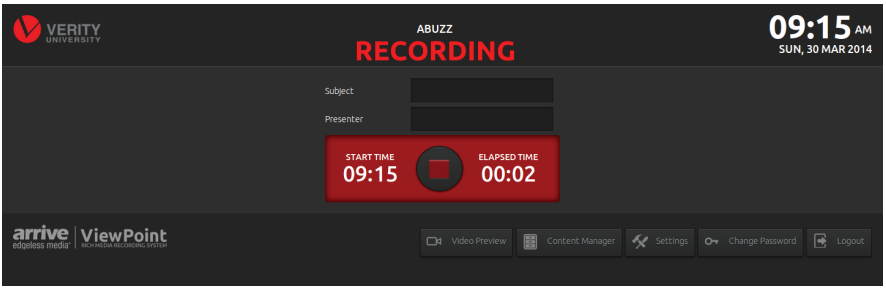

Figure 38: AVP Control Console - Recording Progress

The recording can be terminated only after 10 seconds of the session commencement. Click on the Stop button to **stop** the recording. (If required)

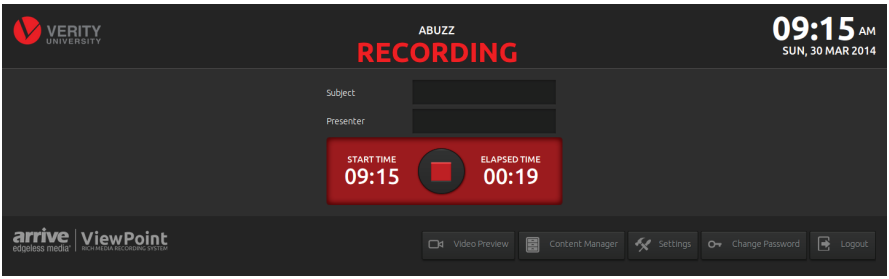

Figure 39: AVP Control Console - Recording Progress

The recording initiated from the Desktop Client or Web Manager is reflected in the AVP Control Console in real time.

Likewise, if a recording initiated at AVP Control Console is terminated by a Desktop Client or Web Manager, the same is reflected in the console.

Note: When recording is managed through AVP Control Console, preview is not available and Camera management is not possible.

The two text boxes (Subject, Presenter) are to be populated by the user prior to recording. No changes can be done after recording is initiated. The boxes can be left blank.

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9. Content Manager

The Content Manager gives the list of recorded sessions available in the active repository (Local, NFS, and CIFS). The Content Manager can be accessed from the Desktop Client or AVP Control Console. The user can access the Content Manager and view the list of existing recordings.The Content Manager interface allows the user to **Play**, **Delete** or **Publish** the recording.

Accessing Content Manager from Desktop Client:

Click on

from the Recording Page.

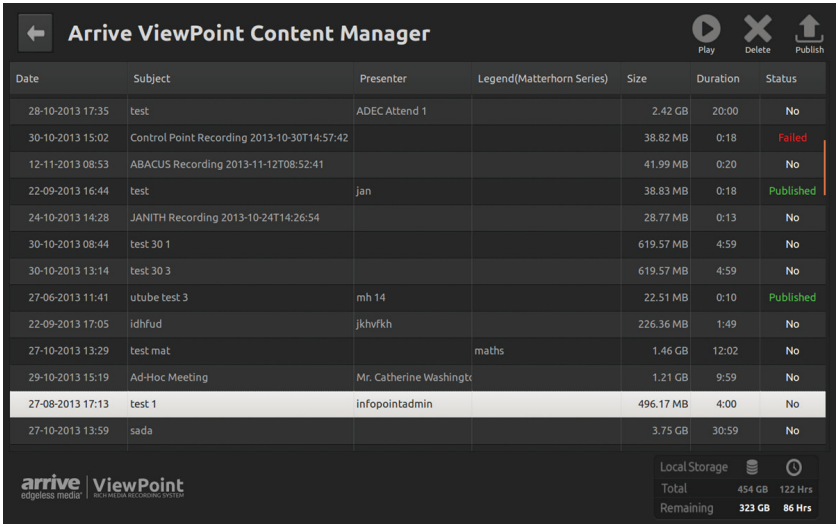
Arrive ViewPoint Content Manager
Play
Delete
Publish
Date Subject Presenter Legend(Matterhorn Series) Size Duration Status
28-10-2013 17:35 test ADEC Attend 1 2.42 GB 20:00 No
30-10-2013 15:02 Control Point Recording 2013-10-30T14:57:42 38.82 MB 0:18 Failed
12-11-2013 08:53 ABACUS Recording 2013-11-12T08:52:41 41.99 MB 0:20 No
22-09-2013 16:44 test jan 38.83 MB 0:18 Published
24-10-2013 14:28 JANITH Recording 2013-10-24T14:26:54 28.77 MB 0:13 No
30-10-2013 08:44 test 30 1 619.57 MB 4:59 No
30-10-2013 13:14 test 30 3 619.57 MB 4:59 No
27-06-2013 11:41 utube test 3 mh 14 22.51 MB 0:10 Published
22-09-2013 17:05 idhfud jkhvfkh 226.36 MB 1:49 No
27-10-2013 13:29 test mat maths 1.46 GB 12:02 No
29-10-2013 15:19 Ad-Hoc Meeting Mr. Catherine Washingt 1.21 GB 9:59 No
27-08-2013 17:13 test 1 infopointadmin 496.17 MB 4:00 No
27-10-2013 13:59 sada 3.75 GB 30:59 No
arrive edgeless media ViewPoint
Local Storage
Total 454 GB 122 Hrs
Remaining 323 GB 86 Hrs

Figure 40: Desktop Client- Content Manager

The saved recordings are listed with details like:

Date	Date of recording
Subject	Session subject
Presenter	Presenter name
Legend	These values are populated from the Matterhorn server when the recording is scheduled from the Matterhorn server and the field for Course/ Series is filled.
Size	Size of the recording
Duration	Duration of the recording
Status**	Gives the publishing status of the recording

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** The possible values for Status:

No	The integration with Matterhorn server is disabled.
Pending	The recording is in the queue to be uploaded on the Matterhorn server.
Processing	The recording is being uploaded to the Matterhorn server.
Published	The recording is successfully uploaded to the Matterhorn server.
Failed	When there is network failure or misconfiguration of the Matterhorn server, the video will not be uploaded to the server. The user can select the recording and click on Publish to upload the recording to Matterhorn server.

You can **Play**, **Delete** or **Publish** the session.

Play the Recording

- Select the recording.
- Click on **Play** Button.
- The Player is enabled and the file is played.

Refer to Section 10. Player for more details

Delete the Recording

- Select the recording.
- Click on Delete Button.
- Confirm the deletion.
- The file is deleted.

Publish the Recording

- Select the recording.
- Click on Publish Button.
- The file publication to Matterhorn is initiated. The publication status notice is displayed on the screen.
- **Accessing Content Manager from AVP Control Console:**

Click on

from the Recording Page.

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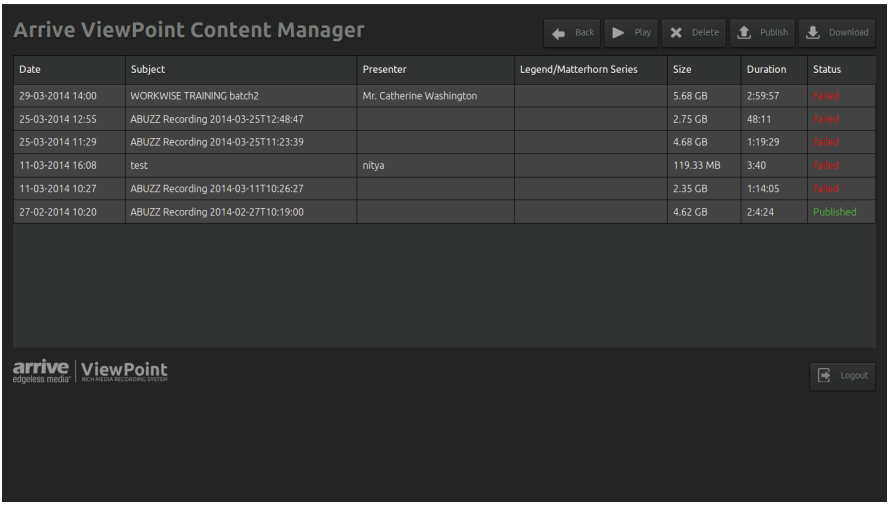

Figure 41: AVP Control Console- Content Manager

The interface is almost identical to the Content Manager available from the Desktop Client.

You can **Play**, **Delete** or **Publish** the session from the Content Manger of the AVP Control Console. These functions are executed in the same way as from the Content Manager of the Desktop Client. They garner the same response and effect.

In addition, you can **Download** the recorded session from the Content Manager of AVP Control Console.

Download the Recording

- Select the recording.
- Click on **Download** Button.
- The file is downloaded to the default browser folder.

Once downloaded, it can be viewed locally.

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Note: Prior to Play or Download, the application prompts for a conversion of HD files. This is a one-time conversion that is browser dependent. The two HD video files are converted to a single mp4 video file.

If recommended browsers are not use,the conversion may be incomplete or distorted. Please refer to the list of recommended browsers prior to conversion.

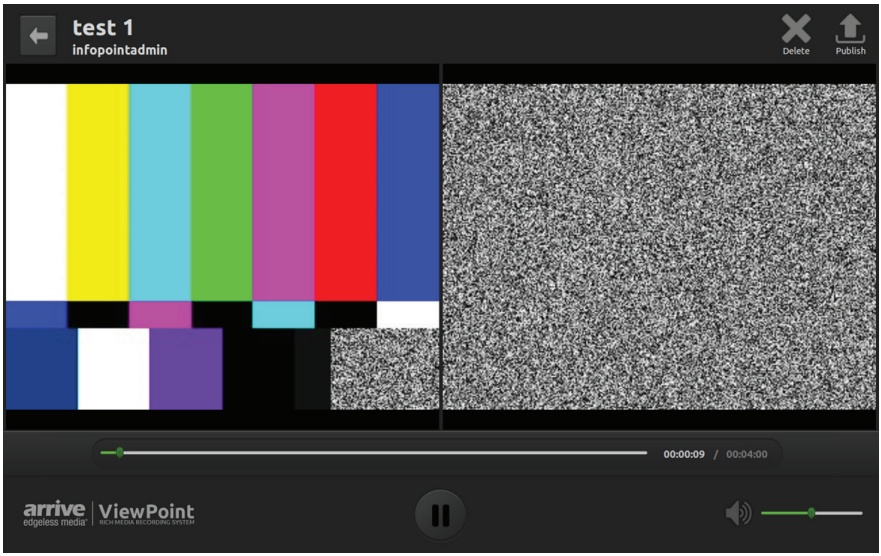

Figure 42: AVP Control Console - Convert Again

In case the file does not play properly, the file needs to be re-converted. From the Player homepage, click on “Convert Again” for a re-conversion.

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10. Player

The recorded sessions can viewed in a player from the Content Manger of Desktop Client and AVP Control Console.

Open the Content Manager from Desktop Client or AVP Control Console.

- Select the recording.
- Click on Play Button located at the top right corner of the screen.
- The Player is enabled and the file is played.

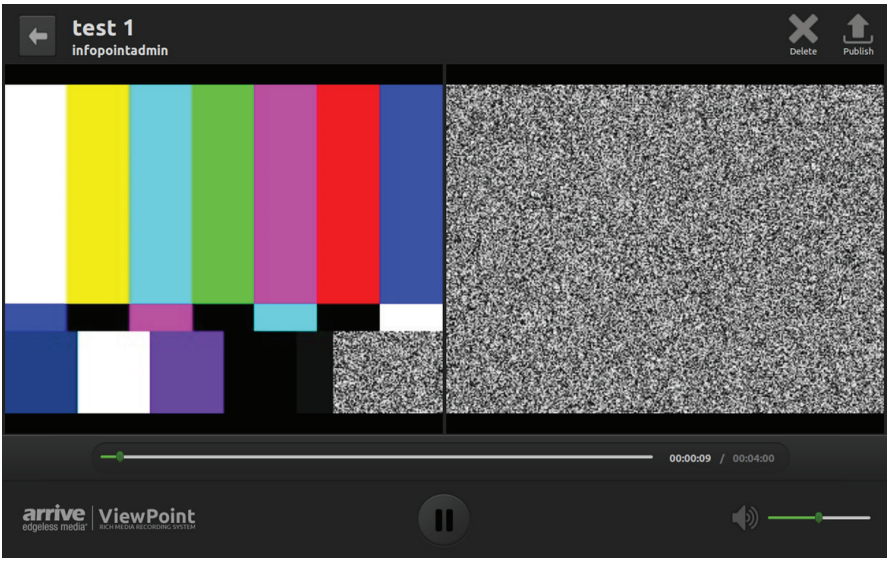

Figure 43: Player

You Can **Delete** or **Publish** the recording from the Player. The Volume control of the playback can be adjusted and the playback can be stopped at any instance.

Note: It is mentioned earlier that recordings can be downloaded from the Content Manager of AVP Control Console. The recording is downloaded to the browser download location. The recording can be opened and viewed from this location also.

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11. Manage and Replay the recorded session (Matterhorn Server)

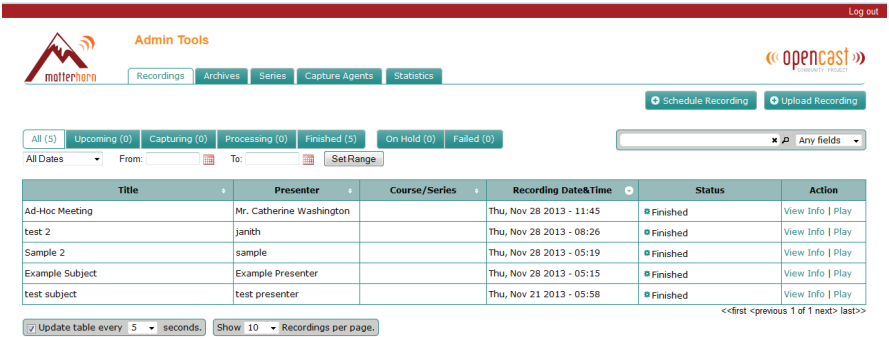

Figure 44: Manage and replay the recorded sessions

To watch the recorded sessions, you need to access to Matterhorn Engage server. Normally Matterhorn server takes time to prepare and publish the recording. The time is directly proportional to the recording size and duration. The uploaded recordings are listed in the **Processing** tab of Matterhorn server.

Matterhorn server starts processing the recordings and runs a workflow to prepare the recording for publish. The Matterhorn server also executes processes to extract the text from the presentation and segment the recording based on the presentation slides.

Once the recording is published you can watch it.

View the Recording from Matterhorn server

- Open the Matterhorn server
- Click on **Go to Admin Tools**.
- Click on **Finished Tab**. Check for the recording.
- Click on **Play**.

The recording is viewed in the browser.

12. Web Manager

Web Manager of the ViewPoint is an optional module. It is a web interface that can be accessed **http://IPaddress/vpwebmanager**, The IP address is assigned and shared by the administrator of the network.

The Web Manager monitors all the units in the network.

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For the unit to be available and monitored by the Web Manager:

- The ViewPoint Web Manager must be enabled from the Modules tab.
- The IP address of the Web Manager must be registered in the ViewPoint Web Manager Tab.

These configurations can be performed from the Desktop Client or AVP Control Console.

Please refer the **Modules** and **ViewPoint Web Manager** sections for more details.

When accessed, user authentication is prompted.

Default Login: admin

Default Password: admin

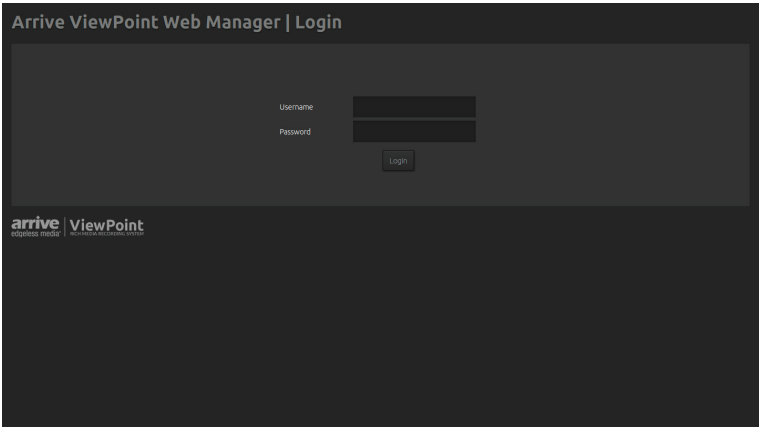

Figure 45: Login Page - Web Manager

On authentication, the homepage is displayed.

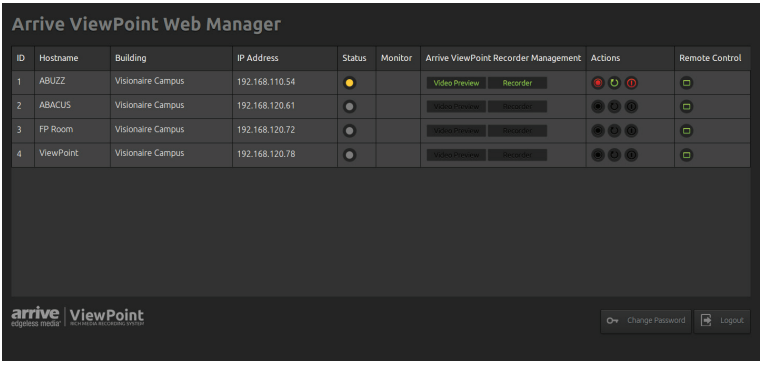

Figure 46: HomePage- Web Manager

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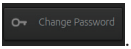
The list of units from the network registered with the web manager are listed.

HostName	HostName of the Unit; in case of integration with Arrive Edgeless Media Server, then the Room Name is displayed
Building	Name of the building where the unit is placed
IP Address	IP Address of the unit
Status	Recording(icon in red) - unit is recording Idle(icon in yellow) - unit is idle Offline(Icon in grey) - unit is not reachable(for example: power-off)
Monitor	Indicates the progres of recording; start time & elapsed time
Arrive ViewPoint Recorder Management	
Video Preview	Connects to the unit display, through Virtual Network Computing (VNC) and displays the virtual view of the recording.
Recorder	Connects to the AVP Control
Actions (also called Action Tools)	Start/ Stop Recording Restart the application Shutdown the unit
Remote Control	Remotely manages the unit.

To Change Password; Click on 

. Enter the old and new password, click on Save.

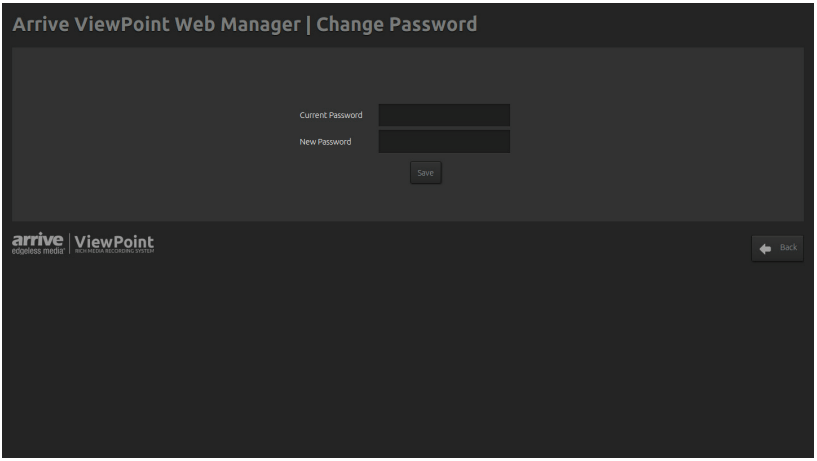
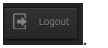


Figure 47: Change Password - Web Manager

To Logout; Click on 

.

The user is re-directed to home page.

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Start/ Stop Recording

- Click on Start Recording button.

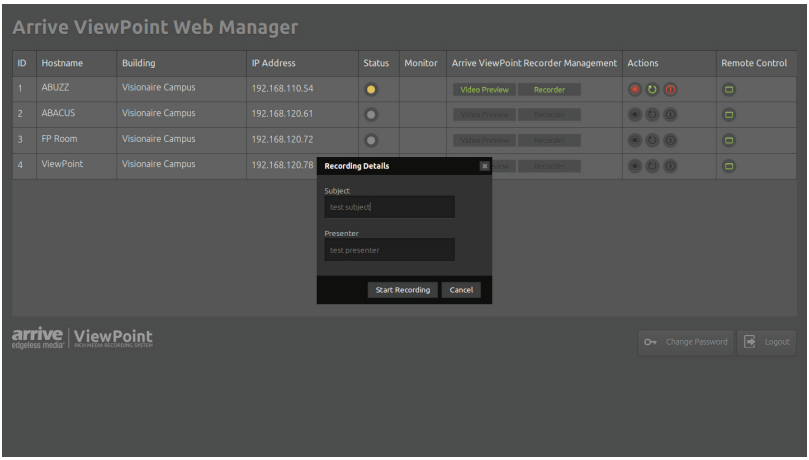

Figure 48: Web Manager- Start Recording

The Status button changes to red. The timer shows the Start time of the recording and the Time elapsed. The recording cannot be stopped before 10 seconds. The Stop button is inactive for that period.

Note: The Action Tools and Remote Control options are disabled.

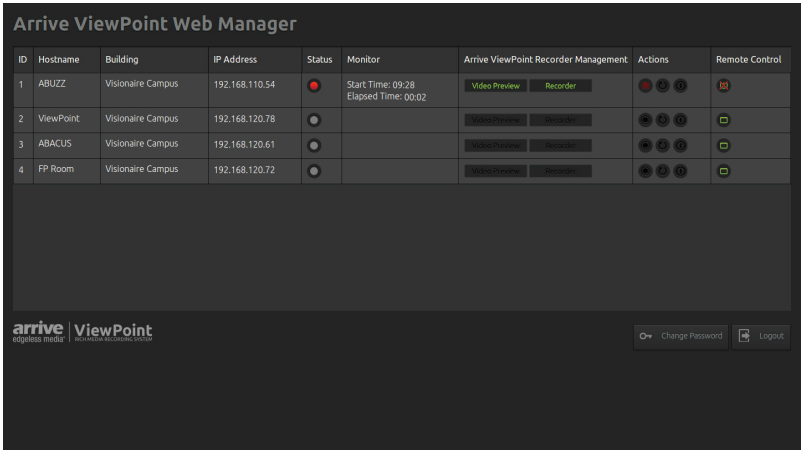

Figure 49: Web Manager- Ongoing Recording

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- Click on **Stop Recording** button; to stop recoding.

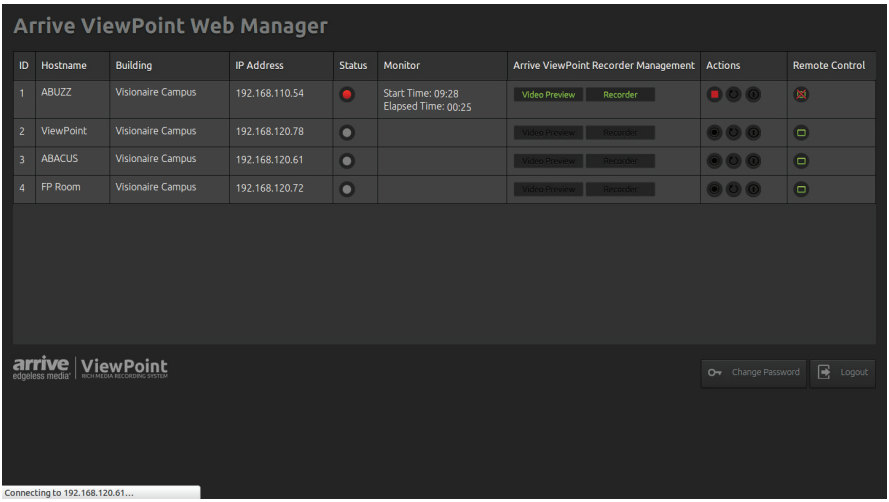

Figure 50: Web Manager- Stop Recording

Restart Application

- Click on **Restart Application** button.

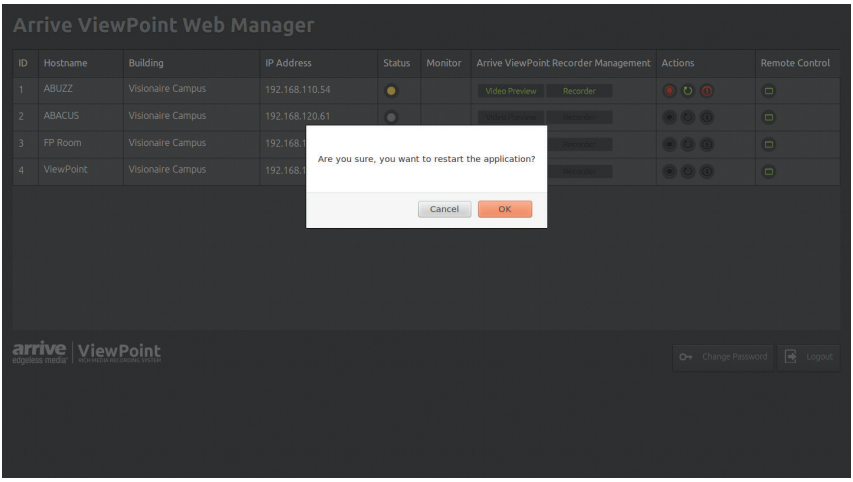

Figure 51: Web Manager- Restart Application

- To confirm, Click on **OK**. The application restarts.

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Shutdown Appliance

- Click on **Shutdown Appliance** button.

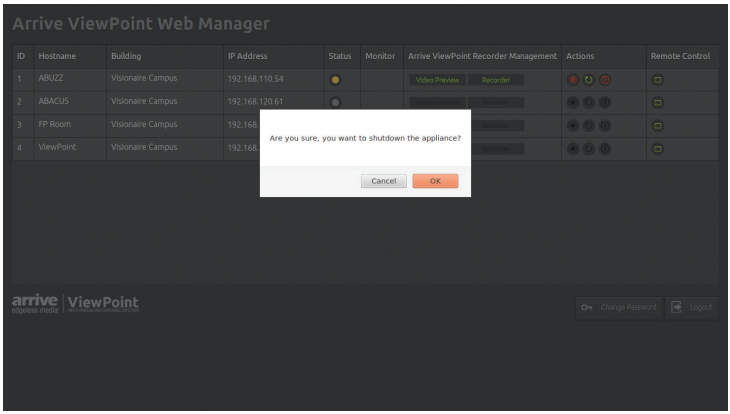

Figure 52: Web Manager- Restart Application

- To confirm, Click on **OK**. The unit shuts down.

Remote Control

- Click on **Remote Control**.
- The unit details are displayed.
  - » If Active Management Technology (AMT) is not configured in the unit BIOS, the following screen is displayed. Click on **OK**.

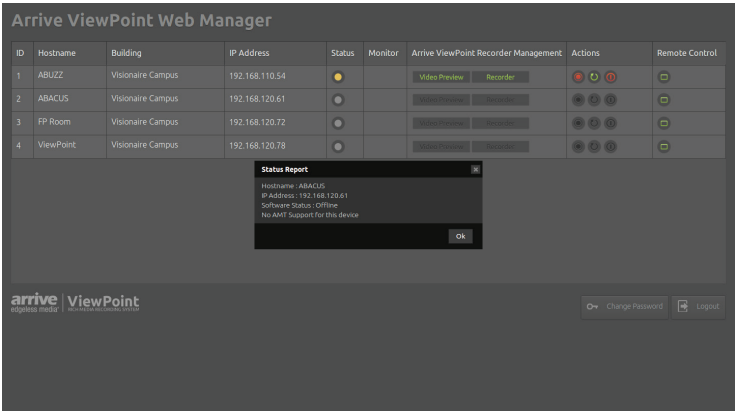

Figure 53: Web Manager- Remote Control- No AMT

  - » If Active Management Technology(AMT) is configured in the unit BIOS, the following can be performed on the unit. **Power On**, **Power Off** and **Restart**.

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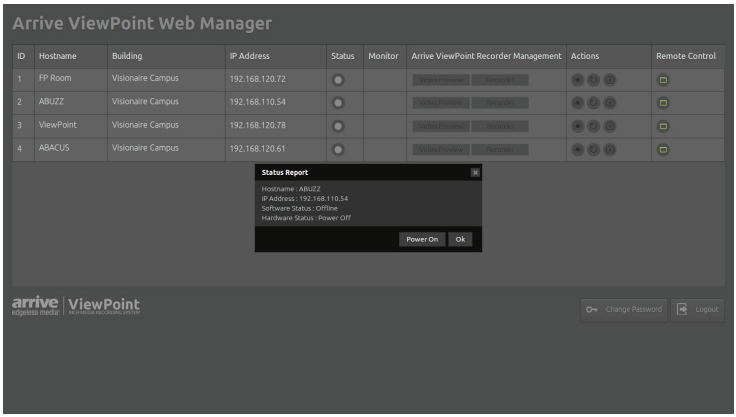

Figure 54: Web Manager- Remote Control- AMT- Offline Mode

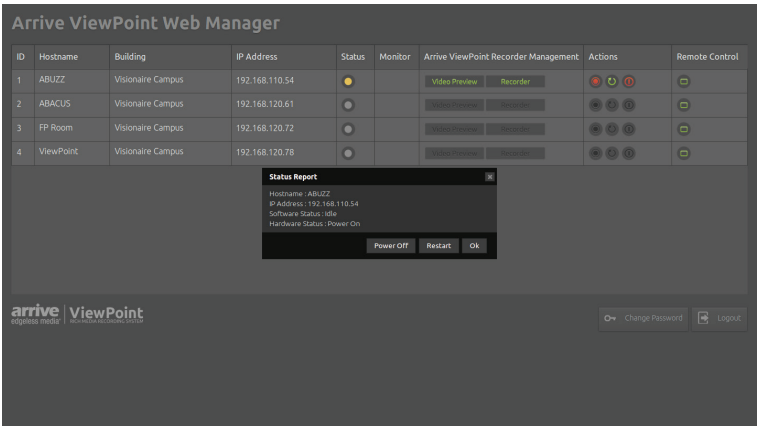

Figure 55: Web Manager- Remote Control- AMT-Online Mode

Video Preview

Click on **Video Preview**, to connect to the unit through Virtual Network Computing (VNC). On successful connection, the IP address of the unit along with the current contents from unit display is displayed on the Web Manager screen. The preview is closed automatically after 60 seconds. During in period **Video Preview** button is disabled.

This preview window can be closed manually before 60 seconds has elapsed.

Note: To access video preview, Java has to be enabled. The required guidelines are available at http://www.java.com/en/download/help/enable_browser.xml

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In the example depicted below, that the unit is IDLE when connected through VNC. You can manage the camera and use also the controls available on the screen. Click on **Content Manager** or **Settings** and do the configuration as required.

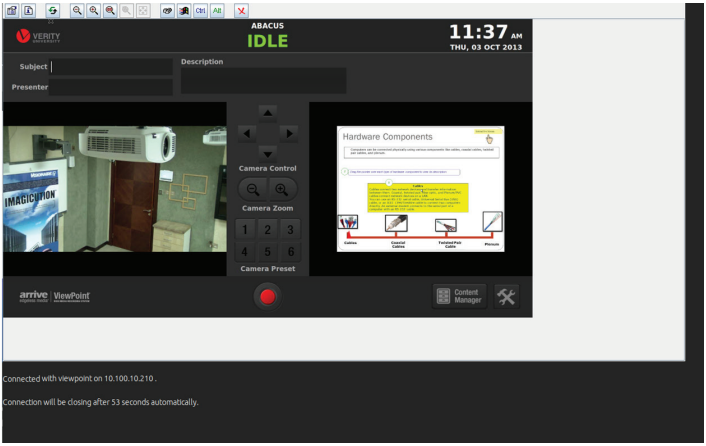

Figure 56: Web Manager- Video Preview

Recorder

Click on **Recorder** to connect to the AVP Control Console from the web manager.

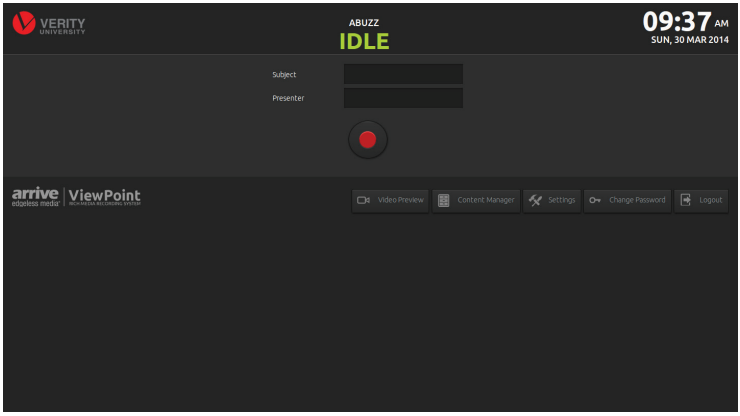

Figure 57: Web Manager- AVP Control Console

You can configure and the handle the unit as required. **Refer to 6. Configuring the Unit using AVP Control Console** for more details.

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13. References

Matterhorn is an enterprise class open source platform created by the OpenCast community of contributing education and commercial members to manage audio and video content workflows and repositories.

Matterhorn, an Open source platform, to manage audio and video content supports:

- Administration tools to schedule automated recordings, manual upload of files, manage videos, metadata, workflows and processing functions.
- Media Processing services like video encoding, metadata generation, scene detection, preview image generation, trimming, captioning and text analysis.
- Distribution to both progressive download and streaming servers
- User interface to engage with content including slide preview, slide segmentation content-based search.

For more information on the Matterhorn server, refer http://opencast.org/matterhorn

For successful integration with Arrive InfoPoint and avail the complete functionality of Classroom Location and automatic recording refer to:

Arrive Edgeless Media Server Platform Configuration Guide	This document guides you through the first steps of deploying and configuring Arrive Edgeless Server Platform. It provides best practices for implementing the Arrive Edgeless Server Platform with the backend infrastructure services required to be interoperated with Microsoft Server 2013, Microsoft® Active Directory and Microsoft® Exchange Server integration in the server environment.

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Arrive CarePoint Foundation Software Support Services

Support Coverage and Additional Resources

Customers are our top priority and the lifeline of our organization. We consistently operate with our customers' best interests in mind and offer professional assistance - through online self-service options, world-class phone support, and a network of business partners, certified consultants, and authorized training centers.

ARRIVE Support and Services teams deliver an innovative advisory approach to help ARRIVE customers better utilize and derive more value from ARRIVE solutions. In addition to answering questions and resolving technical concerns, ARRIVE proactively offers valuable advice on using ARRIVE solutions to their fullest potential- helping customers realize a higher return on investment by:

- Gaining greater insight into business activities.
- Operating business more effectively by maximizing the capabilities of ARRIVE solutions to improve business processes.
- Improving business efficiency by leveraging ARRIVE solutions to reduce the time, resources, effort, and cost of operations.

Arrive CarePoint provides customers with access to a variety of valuable services, such as:

- Optimizing the effectiveness and efficiency of ARRIVE solutions to achieve business results.
- Troubleshooting or resolving technical and non-technical issues that may be encountered during ARRIVE software installation or use.
- Identifying and recommending where additional product training would be of value.
- Determining the need and referring appropriate resource(s) to assist with non-Arrive issues.

The first year of Software Support and Maintenance is required with your initial purchase. Subsequent years of Support and Maintenance may be renewed yearly. Customers who have not purchased or do not have a current support CarePoint plan in place will not be able receive the full benefits of Arrive's CarePoint support and maintenance services.

With up to date Software Maintenance coverage you will receive personal, written (email) or verbal (by phone) answers to all technical questions. Responses to most inquiries are usually received in the same business day, often within minutes to an hour of receipt. Answers come directly from an experienced ARRIVE technical support specialist, involving members of our software development team whenever necessary. Support inquiries may include requests for help with any aspect of the software's implementation: installation, configuration, testing, troubleshooting. You may also request help to meet unique requirements, specific to your own implementation.

When new versions become available, software upgrades are free to all customers with current CarePoint Foundation Maintenance coverage. Customers with current maintenance coverage may purchase additional software and unit licenses without having to repurchase the original installation.

Through ongoing interaction with end users, our software is always improving and enhancing it's functionality. If existing functionality does not meet your requirements, you may make a request for enhancements or feature upgrades. ARRIVE Technical Support will work directly with you and our Development team to understand your requirement and determine if an enhancement can be made available. Whenever possible, requested feature enhancements are developed and released as part of the continuous improvement plan phased out releases and you can be assured that new features will be available in the next released version.

Technical Support is available in two time zones - PST Monday - Friday, 9:00am - 5:00pm (excluding some holidays) and GMT+4.00 Sunday - Thursday, 9:00 am - 5:00 pm. Please allow up to 24 hours for response, though most inquiries are responded to same business day and often within minutes of receipt.

To make a technical support request, please contact ARRIVE Technical Support (netsupport@arrivesys.com).

Additional Resources

Our goal is to ensure that our customers receive exceptional service from the best resource available to answer questions quickly and accurately. We work to resolve our customers' product-specific questions and concerns however, when customers are experiencing issues outside the scope of ARRIVE products, we will refer customers to the appropriate resource who is best equipped to assist with those issues. These resources may be the customer's internal personnel, an ARRIVE-authorized business partner, a certified consultant, or a third-party provider. ARRIVE Professional Services and ARRIVE Academy teams also offer a wide variety of services.

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Topics that are not covered under an Arrive CarePoint program, where an ARRIVE Customer Support team member will proactively provide the most appropriate alternative resource, include:

Training-ARRIVE Academy is the best resource for training, offering classroom training, real-time Learning, custom training, self-study guides, and an annual customer conference. Visit ARRIVE Academy to search and register for courses and products, monitor your learning progress through training tracks, and join online communities with product experts and other customers.

- Performing software, product, application, or job-related activities, such as software installation, data entry, creating reports, etc.*
- Assisting with third-party software (installation, training, trouble-shooting, integration, etc.).
- Providing organization-specific consulting or consulting advice.
- Repairing data or database issues caused by user error or third-party software.

Please refer to the following Support Coverage charts for additional information and resources. For additional questions, please contact ARRIVE Customer Care at netsupport@arrivesys.com.

*Please note that references in this document to third-party software, products or applications, does not encompass all third-party software, products and applications that ARRIVE provides (directly or through an authorized ARRIVE Business Partner) as part of a customer's solution.

Arrive CarePoint Support Coverage - Care Plans

Category	CarePoint Service Coverage	Outside of CarePoint Service Coverage	Additional Resources
Installation and Upgrades	• Clarification of any installation or upgrade steps. • troubleshooting problems encountered during installation and upgrades. • ARRIVE core product installation. • Automatic upgrades for non-customized environments.	• Step-by-step installation assistance. • Local (on-site) or remote (via Terminal Services, GoToAssist, etc.) installation services. • Consulting services to install or resolve non-Arrive installation issues specific to your organization's technical environment.	• Your Arrive-authorized Business Partner. • Arrive Professional Services. • Your own IT staff.
Setup, Configuration and Data Conversion	• Clarification of what out-of-the-box fields and tables mean and how they are used. • Troubleshooting problems encountered during ARRIVE setup and configuration. • Recommendations on usage of ARRIVE products in your organization.	• Consulting services, such as gaining an in-depth understanding of your organization's needs and customizing your configuration to meet those needs. • Configuring third-party applications. • Creating or troubleshooting customizations (i.e. HTML, SQL scripts and triggers, etc.). • Training.	• Your ARRIVE-authorized Business Partner. • ARRIVE Professional Services. • ARRIVE Products and Solutions. • ARRIVE Training. • Your own IT staff.

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Data Entry/ Product Operations	• Guidance on how to fix problems created by incorrect data entry through the ARRIVE product interface. • Clarification of what out-of-the-box fields mean or processes you may find confusing. • Troubleshooting problems encountered with data entry or product operations. • Troubleshooting ARRIVE product-related errors and messages.	• Analyzing your individual data entries. • Advice regarding how to configure the system for your environment • Training • Assistance with data entry or manipulation outside the ARRIVE product interface.	• Your ARRIVE-authorized Business Partner. • Professional Services. • ARRIVE Training. • Your own IT staff.
Import/Export	• Guidance on proper format for importing data into your ARRIVE product. • Troubleshooting errors encountered when using ARRIVE data import and export tools.	• Exporting data from third-party software or validating/ formatting it for you, so that it can be imported into your ARRIVE product. • Creating your data definition files or mappings for data import. • Importing data into a third-party product. • Usage and configuration questions on third-party products. • Training.	• Your ARRIVE-authorized Business Partner. • ARRIVE Professional Services. • ARRIVE Training. • The third-party software publisher.
Reporting and Groups	• Clarification of what various reporting options mean. • Troubleshooting problems encountered when setting up or running out-of-the-box reports.	• Creating or designing reports or groups for you. • Troubleshooting problems encountered with customized reports or groups, third-party reporting programs or tools (formatting formulas, parameters, etc.). • Assistance connecting your ARRIVE data to third-party reporting tools. • Training on use of third-party products.	• Your ARRIVE-authorized Business Partner. • ARRIVE Professional Services. • ARRIVE Training. • The third-party software publisher. • Your own IT staff.

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Hardware, Operating Systems (OS), Database Platforms, Internet Information Server (IIS), Browsers, etc.	• Clarification of system recommendations and requirements. • Guidance on specific configuration settings required by your ARRIVE product. • Assistance with management and monitoring of servers, database platforms, IIS and other server-side components	• Installation. • Configuring vendor systems (desktop operating systems, Microsoft Server and/or SQL Server, IIS, SMTP, remote services, etc.). • Troubleshooting stability, performance or other problems. • Troubleshooting operating system issues-firewall, antivirus, permissions, etc. • Troubleshooting, installation, or configuration of your virtual environment (Citrix, HyperV, etc.). • Assistance with installation or set up of email browsers, etc. • Assistance with printer connectivity or configuration. • Training.	• Your own IT staff. • Your ARRIVE-authorized Business Partner. • ARRIVE Professional Services. • Your hardware, OS, database, IIS, or browser vendor.
Network Connectivity	• Troubleshooting connectivity issues within your ARRIVE product when your supported network infrastructure is otherwise working. • Troubleshooting connectivity to ARRIVE Server environment.	• Troubleshooting internet connectivity. • Troubleshooting other connectivity issues that exist outside of your ARRIVE product. • Assistance with unsupported networks. • Installation, troubleshooting or configuration of network(WAN/LAN) security/cards/cabling/hardware/software. • Training.	• Your own IT staff. • Your Internet Service Provider (ISP). • Your ARRIVE-authorized Business Partner. • ARRIVE Professional Services. • Your external vendor.
Performance	• Troubleshooting ARRIVE performance-related issues. • Clarification and guidance on performance-related configuration settings required by your ARRIVE product.	• Configuring and troubleshooting vendor systems (desktop operations systems, Microsoft Server and/or SQL Server, IIS, SMTP, firewall, antivirus, security, remote services, etc.). • Troubleshooting stability, performance or other problems with hardware, operating systems (OS), database platforms, Internet Information Server (IIS), browsers, etc.	• Your own IT staff. • Your Internet Service Provider (ISP). • Your ARRIVE-authorized Business Partner. • ARRIVE Professional Services. • ARRIVE Community. • Your external vendor.

Hardware Warranty Information

Please visit Arrive CarePoint for updated information on warranty for computing equipment

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